

## **2023- 24 Quarter 1 (April- June) complaints**

Please note that complaints are considered under the Council’s two stage [Complaints Handling Procedure](#) (the CHP).

If you have any questions about these statistics, please contact the Council’s Corporate Complaints Team at [customercomplaints@pkc.gov.uk](mailto:customercomplaints@pkc.gov.uk)

<b>Complaints received</b>	
Total number of complaints received in the period (this is the sum of the number of complaints received at Stage 1 of the CHP or considered only at Stage 2)	454
Population (mid-year estimate)	153,810
Total number of complaints received per 1,000 population	3.0
<b>Complaints closed</b>	
Total number of complaints closed in the period	436
Population (mid-year estimate)	153,810
Total number of complaints closed per 1,000 population	2.8
Number of complaints closed at Stage 1	384
Number of complaints closed at Stage 1 as % of all complaints closed	88.1%
Number of complaints closed at Stage 2	52
Number of complaints closed at Stage 2 as % of all complaints closed	12%
<b>Complaints upheld, partially upheld and not upheld – Stage 1</b>	
Number of complaints upheld at Stage 1	73
Number of complaints closed at Stage 1	384
Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1	19.0%
Number of complaints not upheld at Stage 1	133
Number of complaints closed at Stage 1	384
Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1	34.6%
Number of complaints partially upheld at Stage 1	16
Number of complaints closed at Stage 1	384
Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1	4.2%
Number of Complaints Resolved at Stage 1	162
Number of Complaints Resolved at Stage 1 as % of all complaints closed in full at Stage 1	42.2%

<b>Complaints upheld, partially upheld and not upheld – Stage 2</b>	
Number of complaints upheld at Stage 2	2
Number of complaints closed at Stage 2	52
Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2	4%
Number of complaints not upheld at Stage 2	35
Number of complaints closed at Stage 2	52
Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2	67%
Number of complaints partially upheld at Stage 2	15
Number of complaints closed at Stage 2	52
Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2	29%
<b>Average time in working days for full response to complaints at each stage</b>	
Sum of total number of working days for all complaints closed at Stage 1	2,200
Number of complaints closed at Stage 1	384
Average time in working days for a full response to complaints closed at Stage 1	5.7
Sum of total number of working days for all complaints closed at Stage 2	1585
Number of complaints closed at Stage 2	52
Average time in working days for a full response to complaints closed at Stage 2	30.4
<b>Number and percentage of complaints at each stage closed within set timescales of 5 days (Stage 1) or 20 days (Stage 2)</b>	
Number of complaints closed at Stage 1 within 5 working days	259
Number of complaints closed at Stage 1	384
Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints	67.4%
Number of complaints closed at Stage 1 where an extension to 5 working day timescale has been authorised as a % of total number of Stage 1 complaints	32.6%
Number of complaints closed at Stage 2 within 20 working days	22
Number of complaints closed at Stage 2	52
Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints	42.3%
Number of complaints closed at Stage 2 where an extension to 20 working day timescale has been authorised as a % of total number of Stage 2 complaints	57.7%