

2022- 23 Full Year Complaints Data

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

Complaints received	
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)	1944
Population (mid-year estimate)	153,810
Total number of complaints received per 1,000 population	12.6
Complaints closed	
Total number of complaints closed in the period	1855
Population (mid-year estimate)	153,810
Total number of complaints closed per 1,000 population	12.1
Number of complaints closed at Stage 1	1673
Number of complaints closed at Stage 1 as % of all complaints closed	90.2%
Number of complaints closed at Stage 2	182
Number of complaints closed at Stage 2 as % of all complaints closed	9.8%
Complaints upheld, partially upheld and not upheld – Stage 1	
Number of complaints upheld at Stage 1	362
Number of complaints closed at Stage 1	1673
Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1	21.6%
Number of complaints not upheld at Stage 1	544
Number of complaints closed at Stage 1	1673
Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1	32.5%
Number of complaints partially upheld at Stage 1	60
Number of complaints closed at Stage 1	1673
Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1	3.6%
Number of complaints resolved at Stage 1	707
Number of complaints closed at Stage 1	1673
Number of complaints resolved at Stage 1 as % of all complaints closed in full at Stage 1	42.4%

Complaints upheld, partially upheld and not upheld – Stage 2	
Number of complaints upheld at Stage 2	22
Number of complaints closed at Stage 2	182
Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2	12%
Number of complaints not upheld at Stage 2	85
Number of complaints closed at Stage 2	182
Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2	47%
Number of complaints partially upheld at Stage 2	73
Number of complaints closed at Stage 2	182
Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2	40%
Number of complaints resolved at Stage 2	2
Number of complaints closed at Stage 2	182
Number of complaints resolved at Stage 2 as % of all complaints closed in full at Stage 1	1%
Average time in working days for full response to complaints at each stage	
Sum of total number of working days for all complaints closed at Stage 1	8633
Number of complaints closed at Stage 1	1673
Average time in working days for a full response to complaints closed at Stage 1	5.2 days
Sum of total number of working days for all complaints closed at Stage 2	4482
Number of complaints closed at Stage 2	182
Average time in working days for a full response to complaints closed at Stage 2	24.6 days
Number and percentage of complaints at each stage closed within set timescales of 5 days (Stage 1) or 20 days (Stage 2)	
Number of complaints closed at Stage 1 within 5 working days	1200
Number of complaints closed at Stage 1	1673
Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints	72%
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	28.3%(473)
Number of complaints closed at Stage 2 within 20 working days	94
Number of complaints closed at Stage 2	182
Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints	52%
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	48% (88)