

2023- 2024 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)	1823
Population (mid-year estimate)	153810
Total number of complaints received per 1,000 population	11.9
Complaints closed	
Total number of complaints closed in the period	1818
Population (mid-year estimate)	153810
Total number of complaints closed per 1,000 population	11.8
Number of complaints closed at Stage 1	1633
Number of complaints closed at Stage 1 as % of all complaints closed	89.8%
Number of complaints closed at Stage 2 (including escalated complaints)	185
Number of complaints closed at Stage 2 as % of all complaints closed	10.1%
Complaints upheld, partially upheld and not upheld – Stage 1	
Number of complaints upheld at Stage 1	334
Number of complaints closed at Stage 1	1633
Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1	20.5%
Number of complaints not upheld at Stage 1	551
Number of complaints closed at Stage 1	1633
Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1	33.7%
Number of complaints partially upheld at Stage 1	52
Number of complaints closed at Stage 1	1633
Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1	3.2%
Number of complaints resolved at Stage 1 (including escalated complaints)	696
Number of complaints closed at Stage 1 (including escalated complaints)	1633
Number of complaints resolved at Stage 1 as % of all complaints closed in full at Stage 2	42.6%

Complaints upheld, partially upheld and not upheld – Stage 2	
Number of complaints upheld at Stage 2 (including escalated complaints)	16
Number of complaints closed at Stage 2 (including escalated complaints)	185
Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2	8.7%
Number of complaints not upheld at Stage 2 (including escalated complaints)	86
Number of complaints closed at Stage 2 (including escalated complaints)	185
Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2	46.5%
Number of complaints partially upheld at Stage 2 (including escalated complaints)	81
Number of complaints closed at Stage 2 (including escalated complaints)	185
Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2	43.7%
Number of complaints resolved at Stage 2 (including escalated complaints)	2
Number of complaints closed at Stage 2 (including escalated complaints)	185
Number of complaints resolved at Stage 2 as % of all complaints closed in full at Stage2	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	10,052
Number of complaints closed at Stage 1	1633
Average time in working days for a full response to complaints closed at Stage 1	6.2 days
Sum of total number of working days for all complaints closed at Stage 2 (including escalated complaints)	5018
Number of complaints closed at Stage 2(including escalated complaints)	185
Average time in working days for a full response to complaints closed at Stage 2	28.05 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	1030
Number of complaints closed at Stage 1	1633
Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints	63.1%
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	36.9%
Number of complaints closed at Stage 2 within 20 working days (including escalated complaints)	77
Number of complaints closed at Stage 2 (including escalated complaints)	185
Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints (including escalated complaints)	38.35%
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	61.65%