

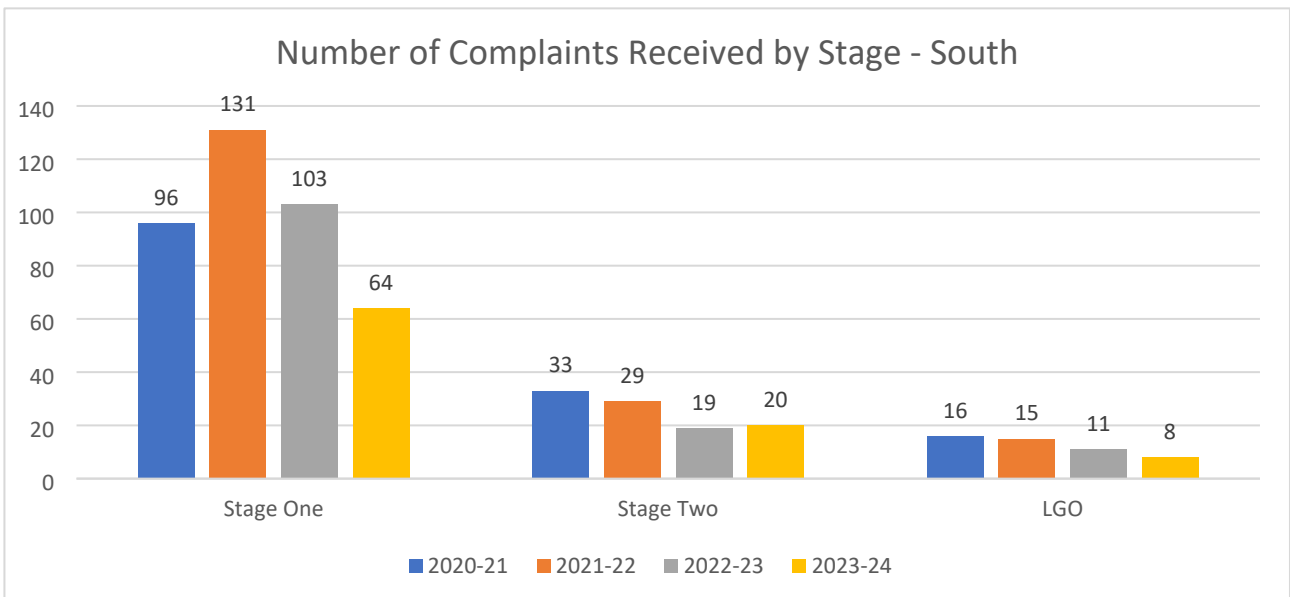
Appendix 1

Complaints And Compliments, 2023-2024

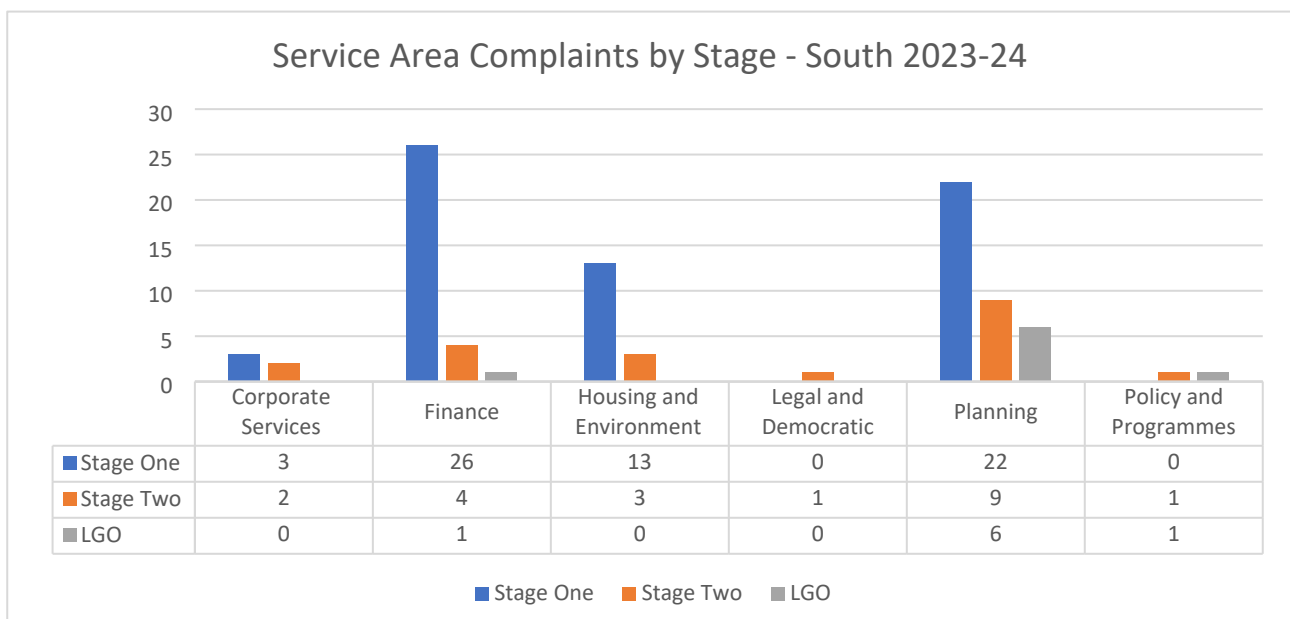
South Oxfordshire District Council

Number of formal complaints received and response within 15 working days.

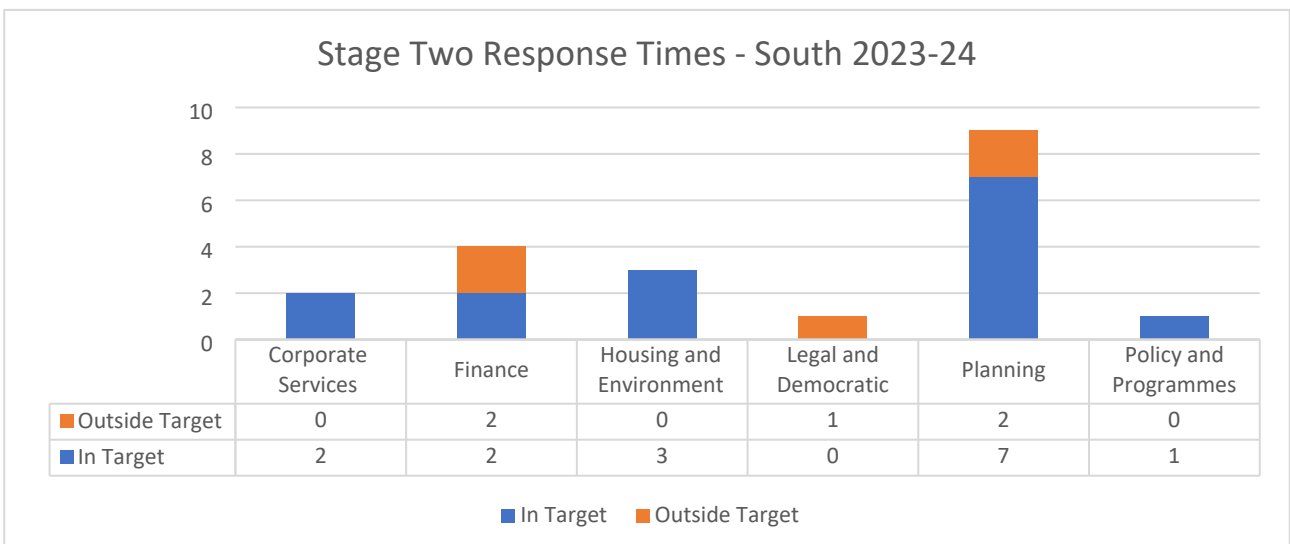
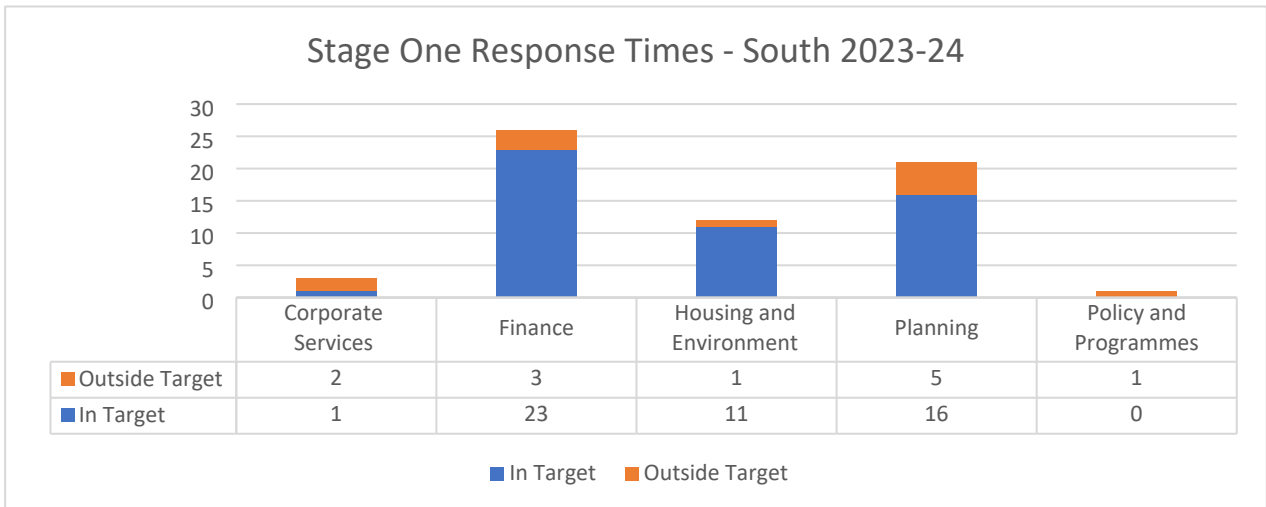
1. The following charts show the number of complaints received at each stage of the process over the past three completed years. The number of stage one complaints has seen a significant decrease. Note: the unusually high number in 2021/22 were due to legacy issues from Covid.



The chart below shows the number of complaints received in 2023-24 for each service area at each stage of the complaints process. As in previous years the highest number of stage one complaints relate to council tax/benefits, planning and housing.



2. The following charts show service area performance in providing a stage one response within 15 working days. We achieved the target for 81% of stage one responses and 75% of stage two.



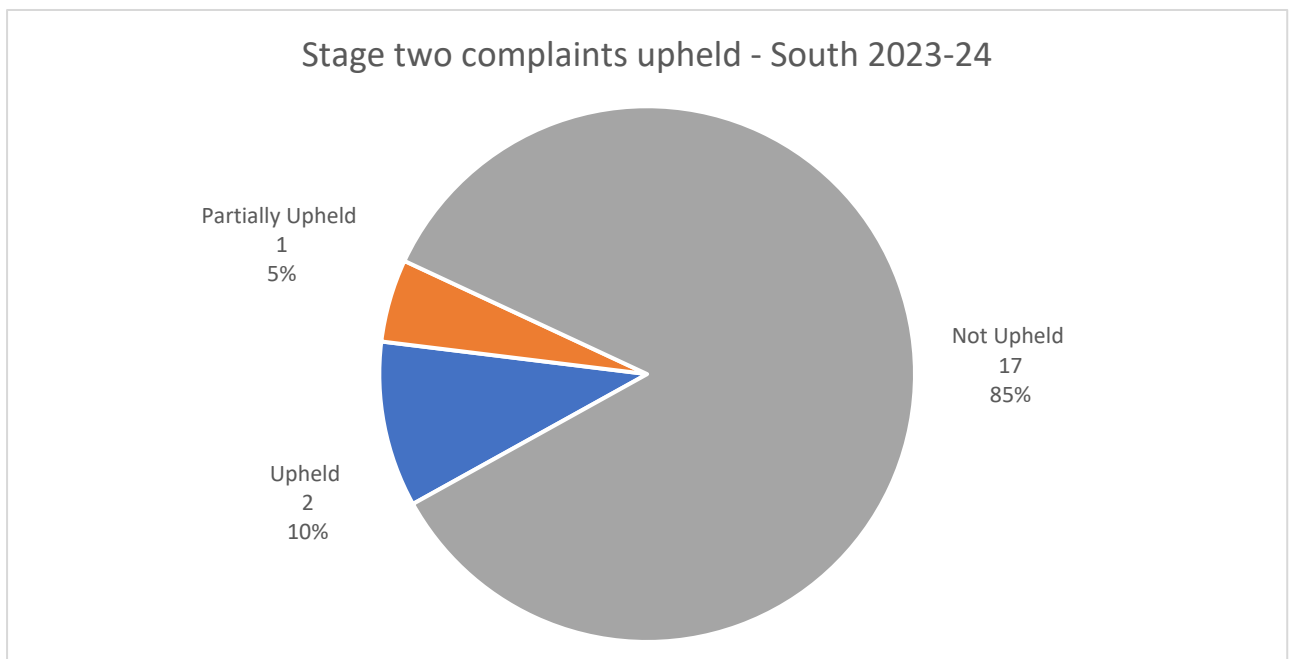
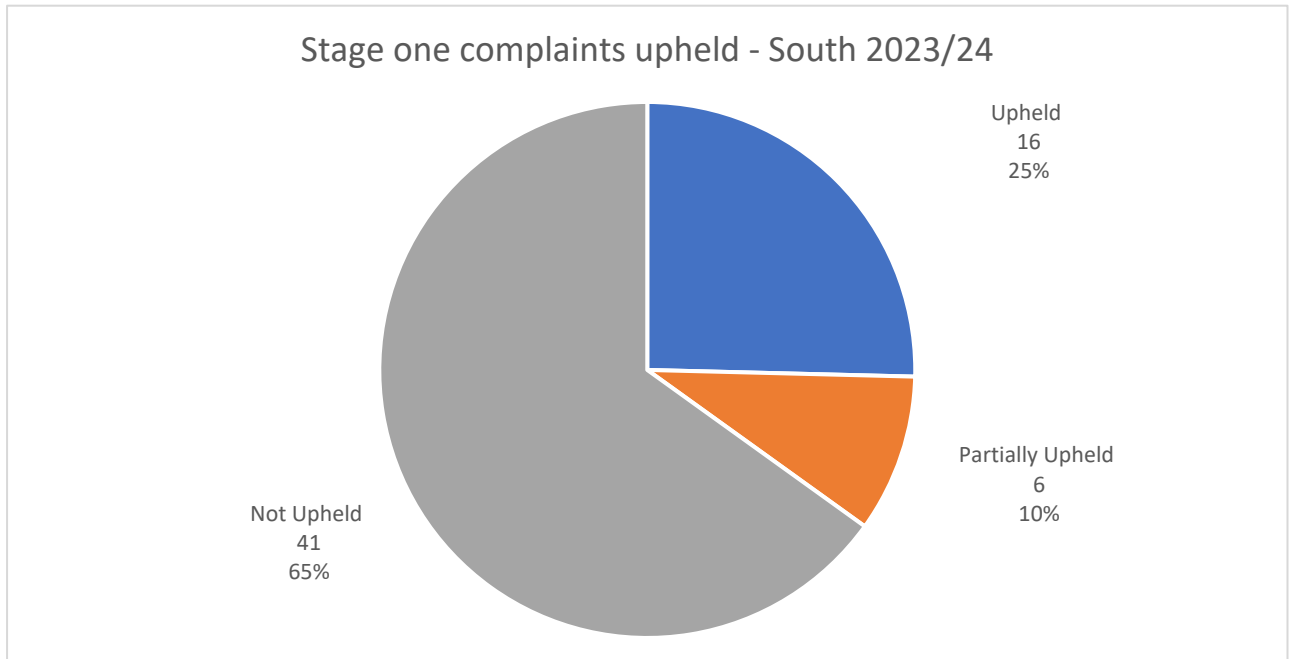
3. On the occasions that circumstances do not allow us to meet our deadline, an extension of time will be agreed with the complainant, although they are recorded as outside target because they have exceeded 15 working days as set out in our policy.

(Please note that the variance in the total number of complaints received, compared with the numbers of complaints responded to in the given year is because a complaint received in late March will be reported as received in one year, and responded to in the following year.)

4. The average number of days taken to respond to stage one complaints was 13; and at stage two was 16.

Complaints upheld

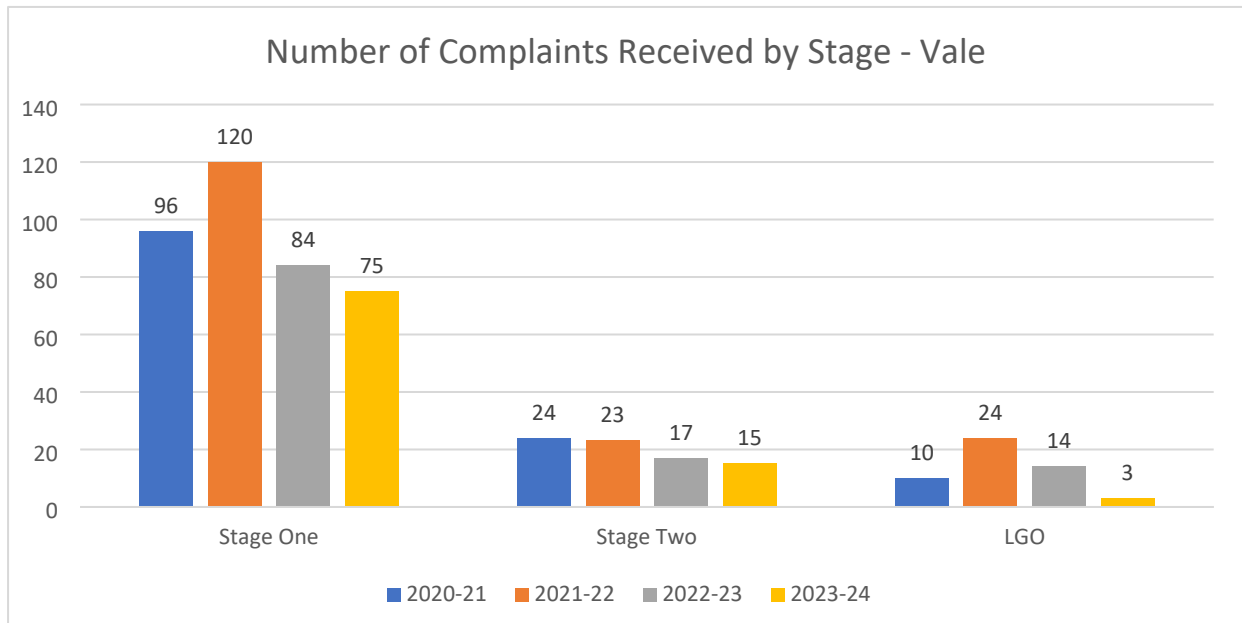
5. A key theme of the Ombudsman's new Code of Practice is reporting and learning from complaints. This is something we will continue to develop and respond to. From the data we have, we are able to report this year on the numbers of complaints upheld/partially upheld/not upheld at each stage – see chart below. In 2023-24, 16 complaints (24%) were upheld in full at stage one, with six (10%) being partially upheld. Two complaints (10%) were upheld in full at stage two, with one (5%) being partially upheld.



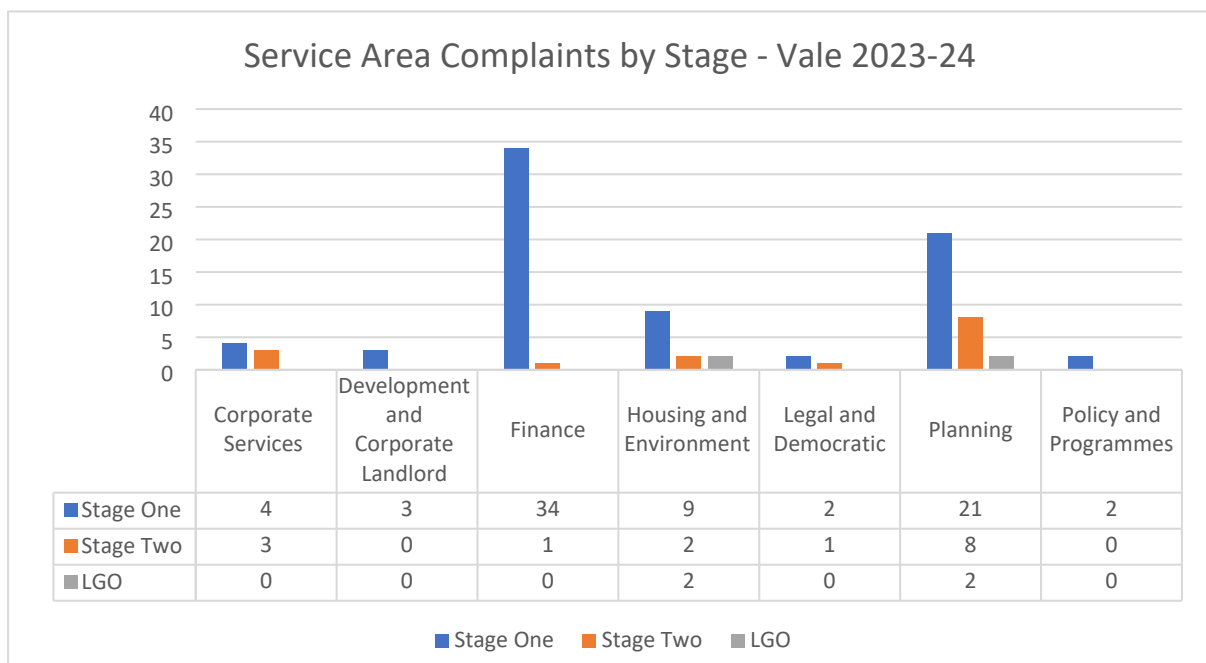
Vale of White Horse District Council

Number of formal complaints received and performance in providing the response within 15 working days

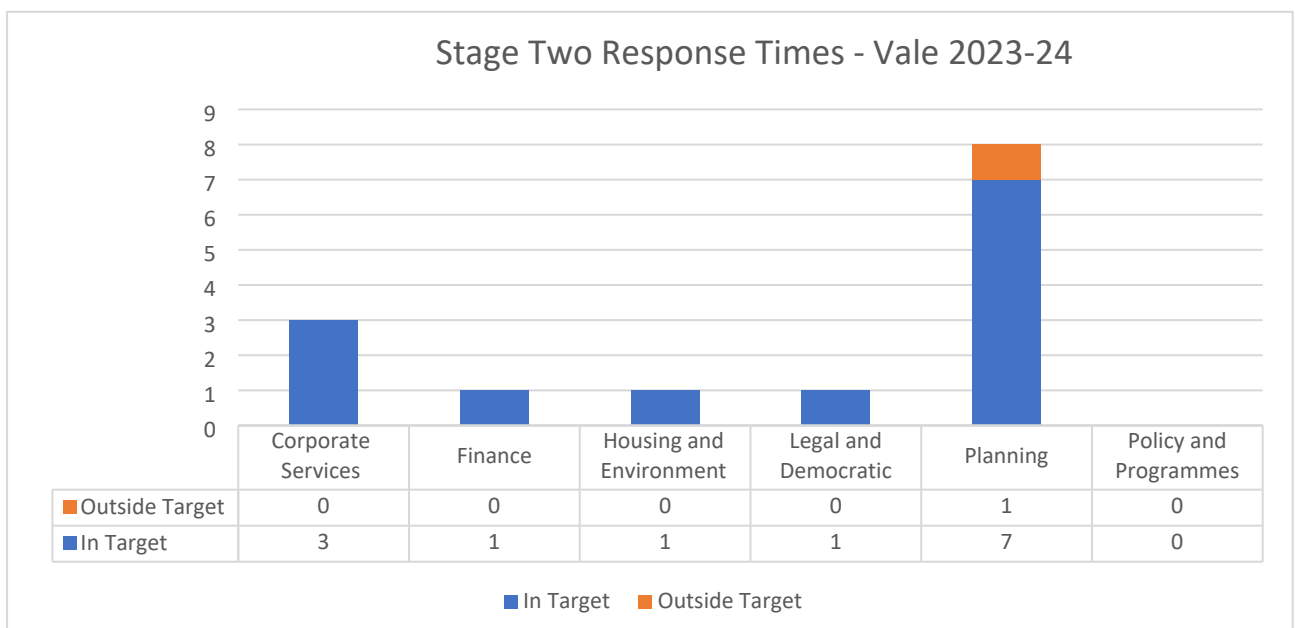
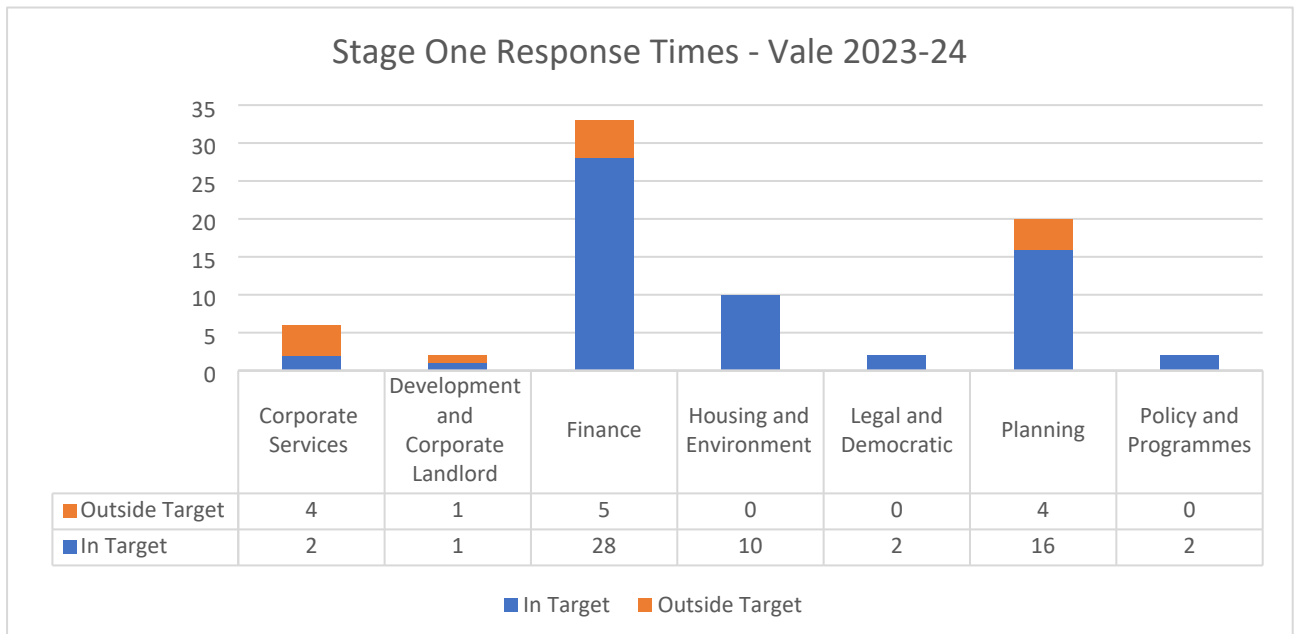
6. The following charts show the number of complaints received at each stage of the process over the past three completed years. Vale has seen a decrease in numbers of complaints at all stages. Note: the unusually high number in 2021-22 were due to legacy issues from Covid.



7. The chart below shows the number of complaints received in 2023-24 for each service area at each stage of the complaints process. As in previous years the highest number of stage one complaints related to council tax/benefits followed by planning.



8. The following charts show service area performance in providing a stage one response within 15 working days. We achieved the target for 81% of stage one responses and 93% of stage two.



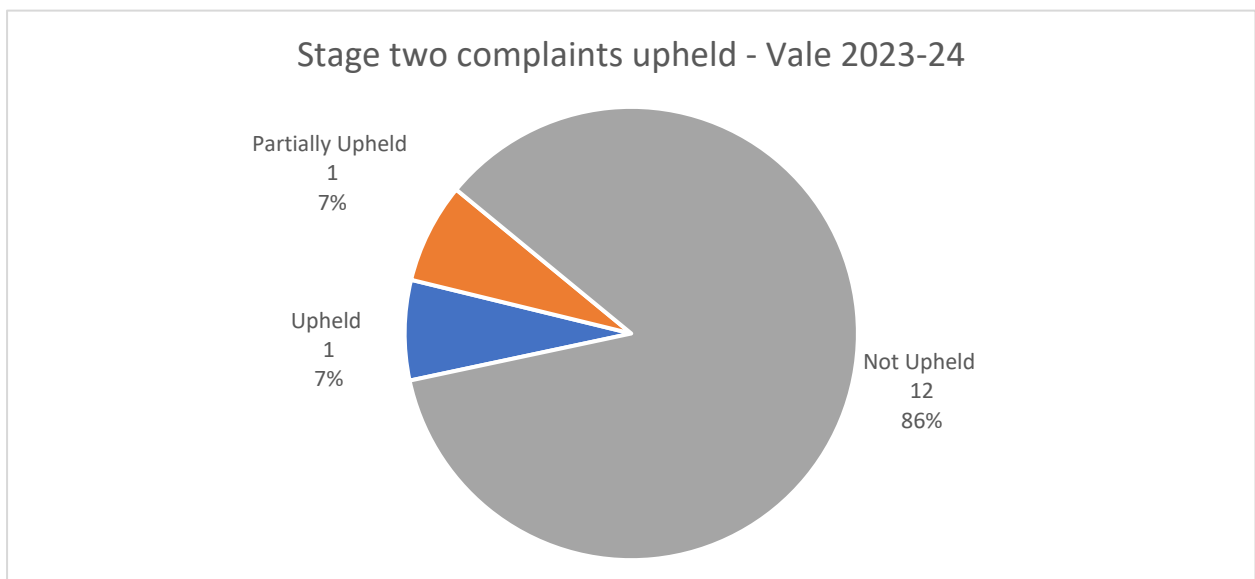
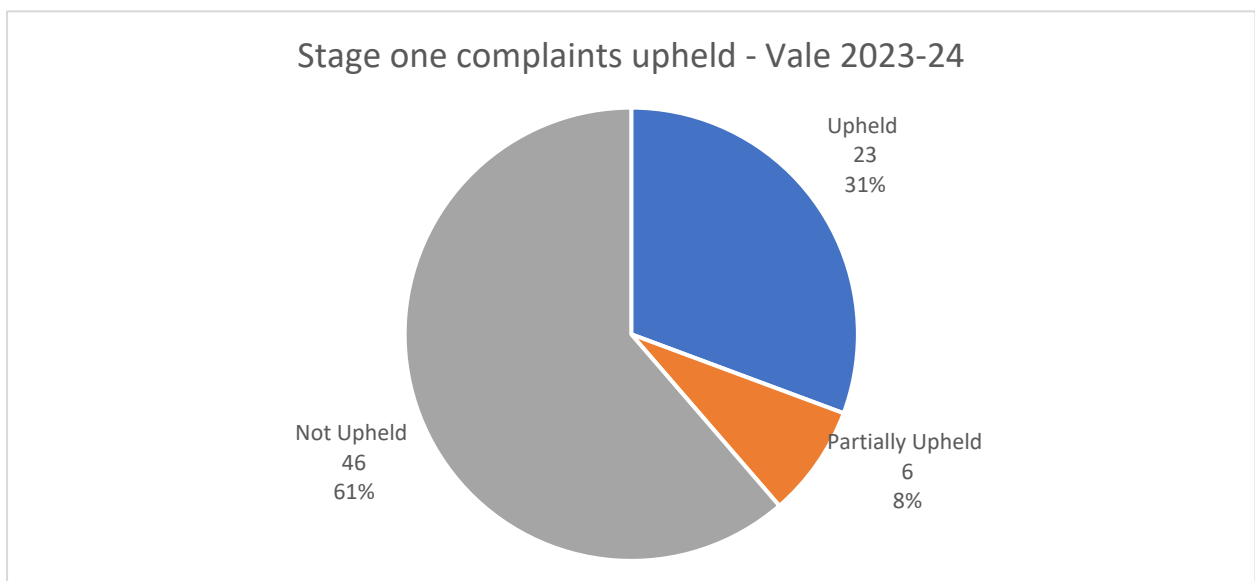
9. On the occasions that circumstances do not allow us to meet our deadline, an extension of time will be agreed with the complainant, although they are recorded as outside target because they have exceeded 15 working days as set out in our policy.

Please note you will see a variance in the total number of complaints received, compared with the numbers of complaints responded to in the given year. This is because a complaint received in late March will be reported as received in one year, and responded to in the following.

10. The average number of days taken to respond to stage one complaints was 14; and at stage two was also 14.

Complaints upheld

11. A key theme of the Ombudsman’s new Code of Practice is reporting and learning from complaints. This is something we will continue to develop and respond to. From the data we have, we are able to report this year on the numbers of complaints upheld/partially upheld/not upheld at each stage – see chart below. In 2023-24, 23 complaints (31%) were upheld in full at stage one, with six (8%) being partially upheld. One complaint (7%) was upheld in full at stage two, and with one (7%) being partially upheld.



Compliments received and recorded via Customer Service team about services provided by teams across the councils.

'I just wanted to drop you a message so say how welcoming and helpful your reception staff were to the interview candidates on Monday and Tuesday.

The candidates commented on the welcome and also asked them about working for the council and they were really positive and advocates for our councils.'

- Feedback for our Reception Team

'Dear x Yesterday I received great news from your highly qualified Ukrainian re-settlement team namely x regarding my mother's case.

Thanks to x, his great experience and professionalism, perseverance, as well as boundless humanity and a great desire to help, for my mother, compensation has been agreed for the rent of and return of part of the money that we did not receive for the entire period of our housing lease, due to an error in assigning an incorrect housing subsidy rate earlier.

I also want to express my immense gratitude to x for her professionalism, loyalty, and despite her constant high workload, always finding time to help and the opportunity to explain everything to me in my native Ukrainian language, which is very important. Thanks to you and your team and a new fair decision on our case, it gives us the opportunity to preserve the housing in which we live, which suits us perfectly and prevents us from becoming homeless.... my mother and I are infinitely grateful to all of you for your help and your hard work every day helping people in need. Thank you very very very much to all of you !!!!!'

- Compliment received for the Housing Needs Team

'Dear x many thanks for the update - I am really impressed at how efficient you are!'

- South Resident complimenting Street Naming and Numbering service

'Customer service staff before elections had a queue of people with postal votes getting quite grumpy, the team were really slick and professional in handling the queue and getting people through'.

- Positive feedback for Customer Service Advisors