

Children & Families and Education Services Feedback Data

Financial Years 2021/22, 2022/23 and 2023/24

Warwickshire County Council Total Feedback Cases

WCC Feedback	2021/2022	2022/2023	2023/2024
Complaints	1949	1809	1520
Compliments	682	461	454
Comments	389	333	218

Cases by Service

Children & Families	2021/2022	2022/2023	2023/2024
Complaints	246	212	183
Compliments	40	18	25
Comments	3	6	2

Education Services	2021/2022	2022/2023	2023/2024
Complaints	103	133	105
Compliments	3	2	1
Comments	3	3	7

Complaints data trends by month

Children & Families	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2021/2022	16	8	26	18	23	23	29	27	23	13	24	16
	7%	3%	11%	7%	9%	9%	12%	11%	9%	5%	10%	7%
2022/2023	14	22	25	15	11	16	13	20	14	27	15	20
	7%	10%	12%	7%	5%	8%	6%	9%	7%	13%	7%	9%
2023/2024	17	22	15	18	17	12	16	4	3	24	21	14
	9%	12%	8%	10%	9%	7%	9%	2%	2%	13%	12%	8%

Education Services	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2021/2022	11	15	7	11	9	16	6	10	2	5	2	9
	11%	15%	7%	11%	9%	16%	6%	10%	2%	5%	2%	9%
2022/2023	8	3	13	11	15	28	13	5	10	9	6	12
	6%	2%	10%	8%	11%	21%	10%	4%	8%	7%	5%	9%
2023/2024	10	11	10	11	6	12	7	6	3	11	13	5
	10%	11%	10%	11%	6%	11%	7%	6%	3%	11%	12%	5%

WCC Complaints data by stage 2 and 3

Complaint Stage	2021/2022	2022/2023	2023/2024
Stage 2	97	45	48
Stage 3	6	10	8

Complaint categories by subject

Children & Families	2021/2022	%	2022/2023	%	2023/2024	%
Protection of user	68	28%	83	39%	44	24%
Communication	133	54%	70	33%	41	22%
Staff conduct	17	7%	28	13%	41	22%
WCC Service standards	10	4%	17	8%	43	23%
Financial Issues	10	4%	10	5%	9	5%
Physical environment issues	5	2%	3	1%	0	0%
Discrimination	1	0%	1	0%	1	1%
Policy	2	1%	0	0%	2	1%
Commissioned Service Provision	0	0%	0	0%	1	1%
Outside Complaints process	0	0%	0	0%	0	0%
Not Categorised	0	0%	0	0%	1	1%

Education Services	2021/2022	%	2022/2023	%	2023/2024	%
Communication	62	60%	68	51%	40	38%
WCC Service standards	5	45%	26	20%	39	37%
Protection of user	21	20%	22	17%	14	13%
Staff conduct	6	6%	4	3%	1	1%
Discrimination	0	0%	3	2%	0	0%
Policy	3	3%	3	2%	2	2%
Commissioned Service Provision	0	0%	2	2%	2	2%
Financial Issues	4	4%	2	2%	2	2%
Physical environment issues	2	2%	2	2%	0	0%
Outside contact us process	0	0%	1	1%	4	4%
Not Categorised					1	1%

Complaints per Team

Children & Families - teams with highest number of complaints

2021/2022		%	2022/2023		%
Childrens Initial Response	48	20%	Childrens Initial Response	56	26%
Bedworth and North Warwickshire Children's Team	30	12%	Bedworth and North Warwickshire Children's Team	23	11%
Children with Disabilities	27	11%	Children in Care 14-18	18	9%

			Nuneaton Children's Team	18	9%
			Warwick Children's Team	18	9%

2023/2024 (Contact Us)			%	2023/2024 (Customer Feedback System)		%
Childrens Initial Response	31	25%	Children with Disabilities Team	9	16%	
Childrens with Disabilities	19	15%	Warwick Childrens Team	7	12%	
Nuneaton Childrens Team	14	11%	Initial Response South	5	9%	
			Bedworth & North Warwickshire Children's Team	5	9%	
			Rugby Childrens Safeguarding and Support Team	5	9%	

Education Services - teams with highest number of complaints

2021/2022			%	2022/2023		%
Education Services	77	75%	School Admissions	68	51%	
SENDAR	12	12%	SENDAR	47	41%	
School Admissions	7	7%	School Transport	7	5%	

2023/2024 (Contact Us)			%	2023/2024 (Customer Feedback System)		%
SENDAR	47	61%	SEND and Inclusion	27	96%	
School Admissions	23	30%	Children Missing Education	1	4%	
Education Services	3	4%				

Complaints by Remedy

Children & Families

	2021/ 2022 *	%	2022/ 2023 *	%	2023/2024 (Contact Us)*	%	2023/2024 (Customer Feedback System)	%
Explanation Provided	196	83%	140	80%	134	62%	38	78%
Service Provided	29	12%	72	13%	19	9%	0	0%
Apology	70	30%	22	41%	59	27%	8	14%
Change in Process	7	3%	6	3%	2	1%	2	4%
Financial Remedy	0	0%	5	1%	1	0%	2	2%
Change of Policy	1	0%	0	0%	0	0%	0	0%
Not Categorised							3	4%

* Please note more than one remedy can be selected for an individual case

Education Services

	2021/ 2022 *	%	2022/ 2023 *	%	2023/2024 (Contact Us)*	%	2023/2024 (Customer Feedback System)	%
Explanation Provided	49	51%	56	46%	58	50%	14	50%
Service Provided	41	42%	13	11%	9	8%	8	29%
Apology	33	34%	93	76%	50	43%	5	18%
Change in Process	1	1%	1	1%	0	0%	0	0%
Financial Remedy	0	0%	1	1%	0	0%	0	0%
Change of Policy	0	0%	0	0%	0	0%	0	0%
Not Categorised							1	4%

* Please note more than one remedy can be selected for an individual case

Complaint Outcomes

Children & Families

Complaint Outcomes*	2021/2022	% of Stage 1 Complaints	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints
Upheld	30	13%	23	11%	14	10%
Partially Upheld	59	25%	55	26%	52	37%
Not Upheld	96	40%	54	26%	53	37%

* Please note excludes questions and withdrawn complaints

Education Services

Complaint Outcomes*	2021/2022	% of Stage 1 Complaints	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints
Upheld	18	18%	65	52%	26	29%
Partially Upheld	13	13%	16	13%	8	9%
Not Upheld	18	18%	15	12%	18	20%

* Please note excludes questions and withdrawn complaints

Complaints Closed within Timescale

Children & Families

Timescale	2021/2022	2022/2023	2023/2024
within	155	120	91
exceeding	88	92	112

Education Services

Timescale	2021/2022	2022/2023	2023/2024
within	85	84	55
exceeding	15	47	50