

Figure 5: Complaint categories by subject

	2021/2022	%	2022/2023	%	2023/2024	%
Protection of user	54	29%	42	30%	21	17%
Communication	78	41%	29	21%	22	18%
Staff conduct	6	3%	6	4%	9	7%
WCC Service standards	2	1%	10	7%	11	9%
Financial Issues	34	18%	34	25%	30	25%
Physical environment issues	6	3%	1	1%	0	0%
Discrimination	0	0%	0	0%	0	0%
Policy	0	0%	0	0%	1	1%
Commissioned Service Provision	9	5%	13	9%	6	5%
Outside Complaints process	0	0%	3	2%	22	18%

Figure 6: Complaints per Team

Adult Social Care - teams with highest number of complaints

2021/2022		%	2022/2023		%
Adult Strategic Commissioning	53	28%	Adult Strategic Commissioning	35	25%
Adult Older People North East	24	13%	Adult Older People North East	20	15%
Adult Older People Stratford	17	9%	Adult Disabilities Physical	13	9%

2023/2024 (Contact Us)		%	2023/2024 (Customer Feedback System)		%
Adult Disabilities Physical	20	20%	Adult Strategic Commissioning	7	35%
Adult Disabilities Learning	16	16%	Adult Stratford Older People Team and QIC Team	3	15%
Adult Older People North East	14	14%			

Figure 7: Complaints by Remedy

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	2021/2022 *	%	2022/2023 *	%	2023/2024 (Contact Us)*	%	2023/2024 (Customer Feedback System)	%
Explanation Provided	131	75%	86	82%	63	72%	28	90%
Service Provided	47	27%	33	31%	23	25%	0	0%
Apology	58	33%	26	25%	29	34%	1	3%
Change in Process	2	1%	2	2%	1	1%	0	0%
Financial Remedy	4	2%	2	2%	6	6%	2	6%
Change of Policy	1	1%	0	0%	0	0%	0	0%

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

Figure 8: Complaint Outcomes

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Complaint Outcomes*	2021/2022	% of Stage 1 Complaints	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints
Upheld	21	11%	11	10%	14	14%
Partially Upheld	31	17%	18	16%	17	16%
Not Upheld	33	18%	12	11%	27	26%

* Please note excludes questions and withdrawn complaints

Figure 9: Complaints Closed within Timescale

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Timescale	2021/2022	2022/2023	2023/2024
within	149	88	90
exceeding	42	37	19