

Resources and Fire & Rescue Feedback Data

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

Figure 1: 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

Figure 3: Cases by Service

Resources

	2021/2022	2022/2023	2023/2024
Complaints	269	207	187
Compliments	22	5	12
Comments	27	15	17

Fire & Rescue

	2021/2022	2022/2023	2023/2024
Complaints	3	3	1
Compliments	1	1	0
Comments	8	1	1

Figure 5: Complaints data trends by month

Resources

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2021/2022	15	18	25	28	21	23	21	19	23	35	22	19	269
	6%	7%	9%	10%	8%	9%	8%	7%	9%	13%	8%	7%	100%
2022/2023	19	12	17	23	22	12	16	9	13	21	17	26	207
	9%	6%	8%	11%	11%	6%	8%	4%	6%	10%	8%	13%	100%
2023/2024	10	20	22	13	12	18	10	9	2	44	13	14	187
	5%	11%	12%	7%	6%	10%	5%	5%	1%	24%	7%	7%	100%

Figure 7: Complaint categories by subject

	2021/2022	%	2022/2023	%	2023/2024	%
Protection of user	65	24%	44	21%	17	9%
Communication	127	47%	63	30%	41	22%
Staff conduct	12	4%	24	12%	16	9%
WCC Service standards	13	5%	30	14%	68	36%
Financial Issues	28	10%	25	12%	19	10%
Physical environment issues	15	6%	14	7%	7	4%
Discrimination	2	1%	1	0%	1	1%
Policy	2	1%	0	0%	3	2%
Commissioned Service Provision	4	1%	5	2%	0	0%
Outside Complaints process	1	0%	1	0%	15	8%
Total	269	100%	207	100%	187	100%

Figure 8: Complaints per Team

Resources - teams with highest number of complaints

2021/2022		%	2022/2023		%
Customer Relations Team	198	74%	Customer Relations Team	146	71%
Libraries and One Stop Shop	17	6%	Warwickshire Local Welfare	22	11%
Warwickshire Local Welfare	14	5%	Libraries and One Stop Shop	7	3%

2023/2024 (Contact Us)		%	2023/2024 (Customer Feedback System)		%
Customer Relations Team	71	61%	Customer Relations Team	56	61%
Warwickshire Local Welfare	18	16%	BAIC - Charging	9	24%
Libraries and One Stop Shop	10	9%	Web Team	1	3%

Figure 9: Complaints by Remedy

Resources

	2021/ 2022*	%	2022/ 2023*	%	2023/2024 (Contact Us)*	%	2023/2024 (Customer Feedback System)	%
Explanation Provided	180	82%	124	75%	59	70%	43	67%
Service Provided	56	26%	57	34%	33	39%	2	3%
Apology	79	36%	69	42%	37	44%	12	19%
Change in Process	13	6%	8	5%	4	5%	0	0%
Financial Remedy	6	3%	8	5%	7	8%	7	11%
Change of Policy	3	1%	3	2%	1	1%	0	0%

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

Figure 10: Complaint Outcomes

Resources

Complaint Outcomes*	2021/2022	% of Stage 1 Complaints	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints
Upheld	16	12%	5	5%	5	6%
Partially Upheld	13	10%	10	9%	9	10%
Not Upheld	44	33%	21	19%	16	18%

* Please note excludes questions and withdrawn complaints

Figure 11: Complaints Closed within Timescale

Resources

Timescale	2021/2022	%	2022/2023	%	2023/2024	%
within	174	73%	128	61%	85	59%
exceeding	64	27%	83	39%	58	41%