

2022-2023 Complaints Annual Report Data

Complaints Received 2022/2023

284

**12 escalated to
Stage 2 (4.3%)**

Stage 1 reason

Cause	Total
Service failure - not delivered	107
Service failure - poor quality	70
Dissatisfaction with policy or decision	63
Dissatisfied with the customer service	17
Service failure - delay	13
Signposted to another organisation	13
Service failure - incorrect information given	1

Stage 2 reason

Cause	Total
Service failure - not delivered	5
Dissatisfaction with policy or decision	4
Service failure - poor quality	2
Service failure - delay	1

Comparison with 2021/2022

356

**15 escalated to
Stage 2 (4.2%)**

Stage 1 complaints comparison with 2021/2022



Stage 1 comparison with 2021/2022

	Stage 1 Responded to in time (10 working days)	Upheld	Compensation complaints	Compensation paid	Complaints with policy changes	Average complaint response time (days)
2022/2023	87%	100 (35.2%)	3 (1%)	£15	0	9.8
2021/2022	82.3%	116 (32.6%)	5 (1.4%)	£1,508	1	24

Stage 2 complaints comparison with 2021/2022



Stage 2 comparison with 2021/2022

	Stage 2 Responded to in time (10 working days)	Upheld
2022/2023	8 (66.7%)	4 (33.3%)
2021/2022	13 (86.7%)	3 (20%)

Ombudsman comparison with 2021/2022

	Received
2022/2023	9
2021/2022	15