

BARROW BOROUGH COUNCIL COMPLAINTS STATISTICS 2021/2022

Below is a table showing the total number of complaints received during 2021/22 (April, 2021– March, 2022).

Complaints Table 2021/2022

	<u>Quarter 1</u> 1 st Apr 2021 – 30 th June 2021	<u>Quarter 2</u> 1 st July 2021 – 30 th Sept 2021	<u>Quarter 3</u> 1 st Oct 2021 – 31 st Dec 2021	<u>Quarter 4</u> 1 st Jan 2022 – 31 st Mar 2022
Total Number of Stage 1 Complaints	4	18	15	20
Total Number of Appeal Complaints	0	5	2	5

A table showing the number of complaints received in 2020/21 during the same period for comparison is as follows:-

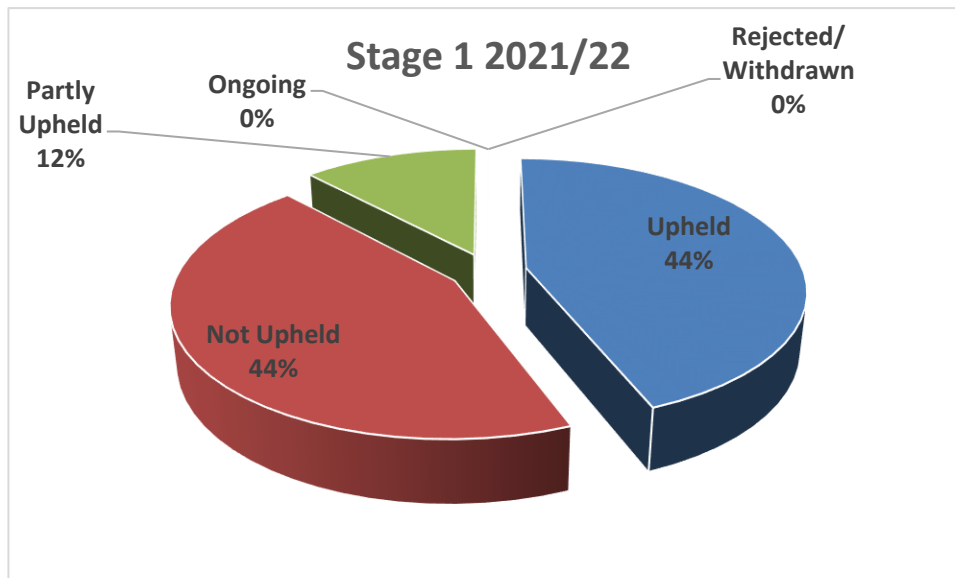
Comparison Table 2020/2021

	<u>Quarter 1</u> 1 st Apr 2020– 30 th June 2020	<u>Quarter 2</u> 1 st July 2020 – 30 th Sept 2020	<u>Quarter 3</u> 1 st Oct 2020 – 31 st Dec 2020	<u>Quarter 4</u> 1 st Jan 2021 – 31 st Mar 2021
Total Number of Stage 1 Complaints	11	14	8	11
Total Number of Stage 2 Complaint	2	2	1	2

STAGE 1 COMPLAINTS BY DEPARTMENT 2021/2022

<u>Department</u>	<u>Total Number of Complaints</u>	<u>Upheld</u>	<u>Not Upheld</u>	<u>Partly Upheld</u>	<u>Ongoing</u>	<u>Rejected/Withdrawn</u>
Streetcare	18	15	2	1	0	0
Council Tax	14	3	6	5	0	0
Housing	4	1	3	0	0	0
Forum	1	1	0	0	0	0
Parking	1	1	0	0	0	0
Planning	4		4		0	0
Public Protection	5	1	3	1	0	0
Revs and Bens	9	3	6	0	0	0
Grants	1	0	1	0	0	0
TOTALS	57	25	25	7	0	0

PERCENTAGE OF STAGE 1 COMPLAINTS UPHELD, NOT UPHELD, PARTLY UPHELD, ONGOING OR REJECTED/WITHDRAWN



APPEAL STAGE COMPLAINTS BY DEPARTMENT 2021/2022

<u>Department</u>	<u>Total Number of Complaints</u>	<u>Upheld</u>	<u>Not Upheld</u>	<u>Partly Upheld</u>	<u>Ongoing</u>	<u>Rejected/Withdrawn</u>
Council Tax	4	2	2	0	0	0
Streetcare	0	0	0	0	0	0
Housing	2	0	2	0	0	0
Planning	1	0	1	0	0	0
Revs and Bens	3	0	3	0	0	0
Public Protection	1	0	1	0	0	0
Grants	1	0	1	0	0	0
TOTAL	12	2	10	0	0	0

PERCENTAGE OF APPEAL STAGE COMPLAINTS UPHELD, NOT UPHELD, PARTLY UPHELD, ONGOING OR REJECTED/WITHDRAWN

