

## **BARROW BOROUGH COUNCIL COMPLAINTS STATISTICS 2020/2021**

Below is a table showing the total number of complaints received during 2020/21 (1<sup>st</sup> April, 2020 – 31<sup>st</sup> March, 2021).

### **Complaints Table 2020/2021**

	<b><u>Quarter 1</u></b> 1 <sup>st</sup> Apr 2020 – 30 <sup>th</sup> June 2020	<b><u>Quarter 2</u></b> 1 <sup>st</sup> Jul 2020 – 30 <sup>th</sup> Sept 2020	<b><u>Quarter 3</u></b> 1 <sup>st</sup> Oct 2020 – 31 <sup>st</sup> Dec 2020	<b><u>Quarter 4</u></b> 1 <sup>st</sup> Jan 2021 – 31 <sup>st</sup> Mar 2021
Total Number of Stage 1 Complaints	11	14	8	10
Total Number of Appeal Complaints	2	2	1	3

A table showing the number of complaints received in 2019/20 during the same period for comparison is as follows:-

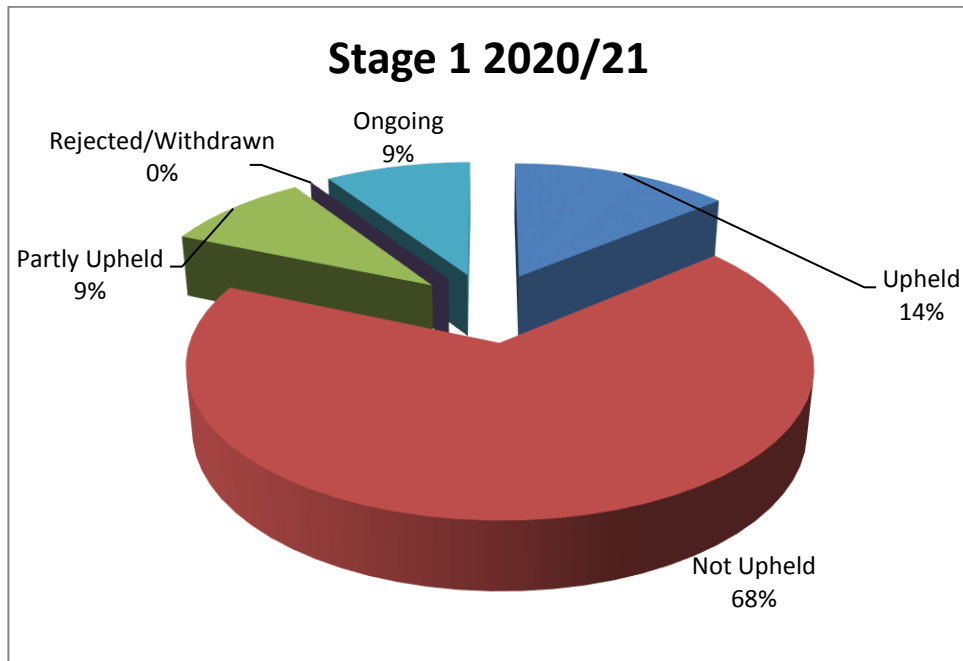
### **Comparison Table 2019/2020**

	<b><u>Quarter 1</u></b> 1 <sup>st</sup> Apr 2019 – 30 <sup>th</sup> June 2020	<b><u>Quarter 2</u></b> 1 <sup>st</sup> July 2019 – 30 <sup>th</sup> Sept 2020	<b><u>Quarter 3</u></b> 1 <sup>st</sup> Oct 2019 – 31 <sup>st</sup> Dec 2020	<b><u>Quarter 4</u></b> 1 <sup>st</sup> Jan 2020 – 31 <sup>st</sup> Mar 2020
Total Number of Stage 1 Complaints	18	12	12	10
Total Number of Appeal Complaint	1	4	2	0

## STAGE 1 COMPLAINTS BY DEPARTMENT 2020/2021

<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Rejected/Withdrawn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>
Car Parking	1	0	1	0	0	0
Council Tax	15	1	11	1	2	0
Ground Maintenance	1	0	1	0	0	0
Customer Services	1	0	1	0	0	0
Finance/ Grants	1	0	0	0	1	0
Housing	4	1	1	1	1	0
Housing Benefit	7	0	5	2	0	0
Legal	1	0	1	0	0	0
Planning	2	0	2	0	0	0
Public Protection	4	2	2	0	0	0
Streetcare	6	2	4	0	0	0
<b>TOTALS</b>	<b>43</b>	<b>6</b>	<b>29</b>	<b>4</b>	<b>4</b>	<b>0</b>

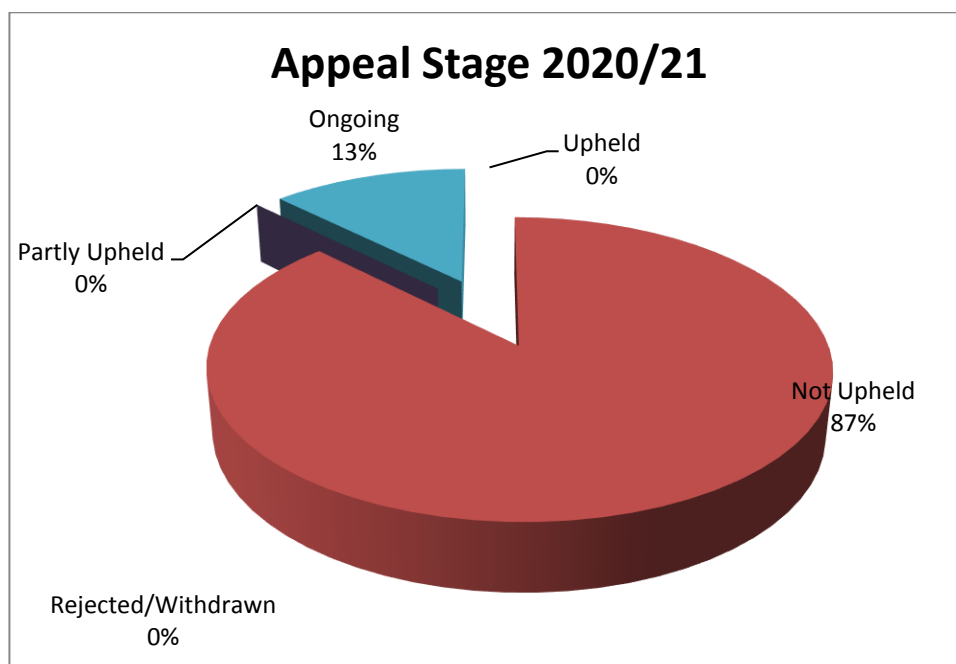
## PERCENTAGE OF STAGE 1 COMPLAINTS UPHELD, NOT UPHELD, PARTLY UPHELD, ONGOING OR REJECTED/WITHDRAWN



## APPEAL STAGE COMPLAINTS BY DEPARTMENT 2020/2021

<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Rejected/Withdrawn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	0	3	0	1	0
Customer Services	1	0	1	0	0	0
Ground Maintenance	1	0	1	0	0	0
Housing Benefit	1	0	1	0	0	0
Legal	1	0	1	0	0	0
<b>TOTAL</b>	<b>8</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>0</b>

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



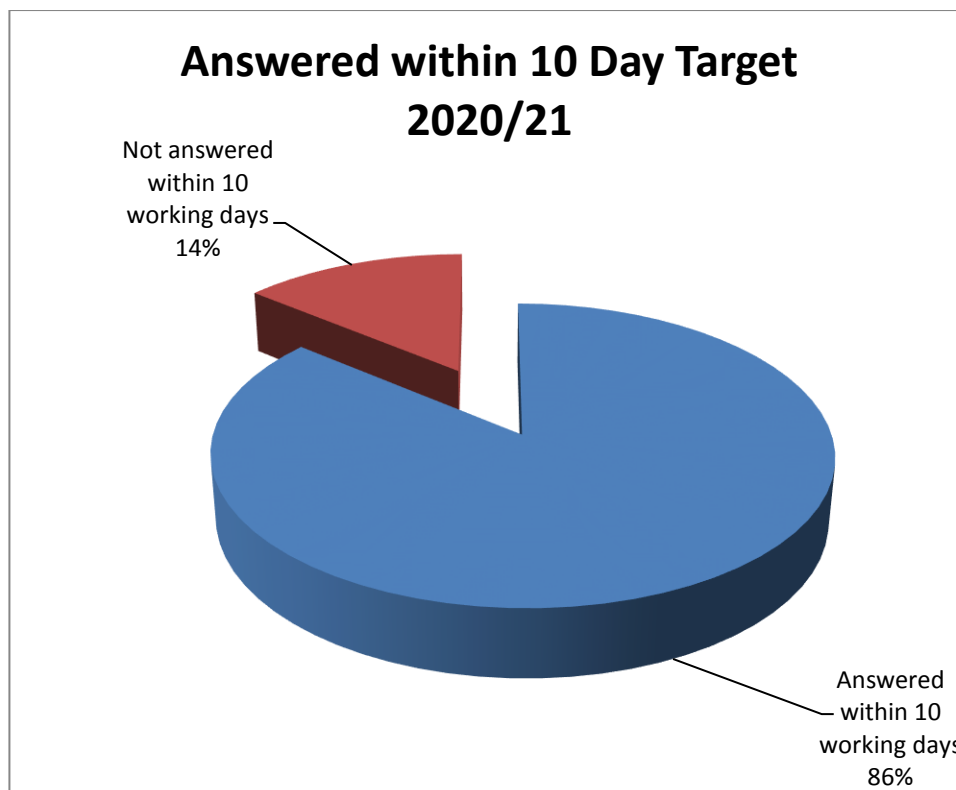
## COMPLAINT RESPONSES 2020/21

Below are tables showing the total number of stage one complaints answered within the 10 working day period and Appeal Stage complaints answered within the 20 working day period received during 2020/21 (1<sup>st</sup> April, 2020 – 31<sup>st</sup> March, 2021).

### Stage 1 Response Table 2020/2021

	<b>Quarter 1</b> 1 <sup>st</sup> Apr 2020 – 30 <sup>th</sup> June 2020	<b>Quarter 2</b> 1 <sup>st</sup> July 2020 – 30 <sup>th</sup> Sept 2020	<b>Quarter 3</b> 1 <sup>st</sup> Oct 2020 – 31 <sup>st</sup> Dec 2020	<b>Quarter 4</b> 1 <sup>st</sup> Jan 2021 – 31 <sup>st</sup> Mar 2021
Total within 10 day working target	9	11	8	9
Total outside the 10 day working target	2	3	0	1

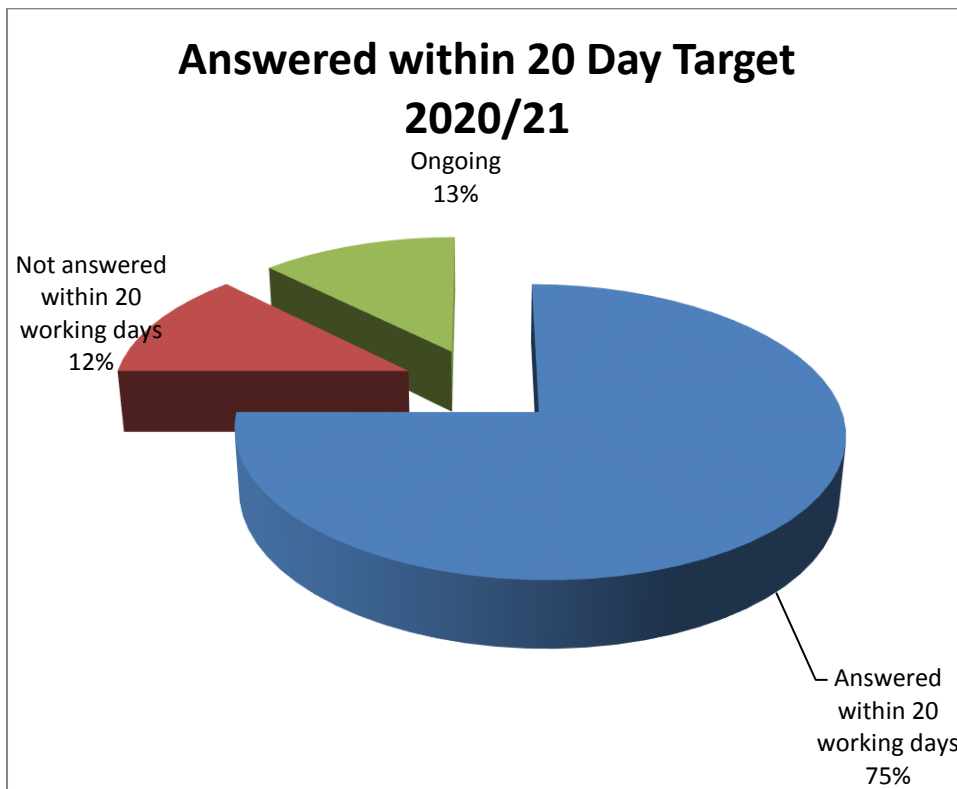
### PERCENTAGE OF STAGE 1 COMPLAINTS ANSWERED WITHIN 10 DAY TARGET



**Appeal Stage Response Table 2020/2021**

	<b><u>Quarter 1</u></b> 1 <sup>st</sup> Apr 2020 – 30 <sup>th</sup> June 2020	<b><u>Quarter 2</u></b> 1 <sup>st</sup> July 2020 – 30 <sup>th</sup> Sept 2020	<b><u>Quarter 3</u></b> 1 <sup>st</sup> Oct 2020 – 31 <sup>st</sup> Dec 2020	<b><u>Quarter 4</u></b> 1 <sup>st</sup> Jan 2021 – 31 <sup>st</sup> Mar 2021
Total within 20 day working target	2	1	1	2 (+1 ongoing)
Total outside the 20 day working target	0	0	1	0

**PERCENTAGE OF APPEAL STAGE COMPLAINTS  
ANSWERED WITHIN 20 DAY TARGET**



## COMPLIMENTS BY DEPARTMENT 2020/2021

Below is a table showing the total number of compliments received during 2020/21 (1<sup>st</sup> April, 2020 – 31<sup>st</sup> March, 2021,).

### Compliments Table 2020/2021

<u>Department</u>	<u>Total Number of Compliments</u>
Democratic Services	2
Finance/Grants	14
Freedom of Information	1
Housing	9
Parks	6
Streetcare	10

### PERCENTAGE OF COMPLIMENTS

