

## 1. Complaints and FOI Requests

### 1.1 Summary of Statutory and Corporate Complaints (March 2025)

- A total of 51 complaints were logged during 1 – 31 March 2025, comprising 37 stage 1 complaints, 14 stage 2 complaints. This represents a 4.1% increase compared to February 2025
- 14 cases were closed, 11 within of timescale and 3 outside of it. There are 37 cases still open, 35 within timescale and 2 outside
- Children's Directorate received the most cases, with 36 of the 51 total cases. Of these, 9 were closed (6 within and 3 outside of timescale) ,27 remain open (26 within of timescale and 1 outside)

### 1.2 Freedom of Information Requests (FOI) and Environmental Information Regulation (EIR).

- A total of 196 requests were logged as FOI/EIR during March, marking a 16.7% increase from February (28 more requests)
- 62 requests have been closed during March, all within the 20 working days of receiving the initial request. No requests were closed outside of timescale.
- 134 requests remain open and on-time within 20 working days of receiving the initial requests, with none remaining open outside of timescale.
- 100% of requests were closed within timescale.

31st March 2025											
	01. Number of complaints received	02. Complaints closed at the end of the month	03. Closed within timescale	04. Closed outside of timescale	05. Percent closed within timescale	06. Open within timescale	07.Percent open within timescale	08. Open outside of timescale	09. Percent open outside of timescale	10. Number upheld	11. Percent upheld

Adult Social Care Corporate Stage 1	1	0	0	0	0%	1	100%	0	0%	0	0%
Adult Social Care Statutory Stage 1	4	1	1	0	100%	3	100%	0	0%	1	100%
Children's Corporate Stage 1	20	9	6	3	67%	11	100%	0	0%	4	44%
Children's Statutory Stage 1	5	0	0	0	0%	4	80%	1	20%	0	0%
Community Safety Stage 1	0	0	0	0	0%	0	0%	0	0%	0	0%
Economy & Place Stage 1	3	1	1	0	100%	2	100%	0	0%	1	100%
Highways & Environment Stage 1	3	2	2	0	100%	0	0%	1	100%	1	50%
Law & Governance Stage 1	1	1	1	0	100%	0	0%	0	0%	0	0%
Public Health Stage 1	0	0	0	0	0%	0	0%	0	0%	0	0%
Resources Stage 1	0	0	0	0	0%	0	0%	0	0%	0	0%

Transformation Digital & Customer Experience Stage 1	0	0	0	0	0%	0	0%	0	0%	0	0%
<b>Stage 1 Complaints Total</b>	<b>37</b>	<b>14</b>	<b>11</b>	<b>3</b>	<b>79%</b>	<b>21</b>	<b>91%</b>	<b>2</b>	<b>9%</b>	<b>7</b>	<b>50%</b>
Stage 2 Complaints											
31st March 2025											
	01. Number of complaints received	02. Complaints closed at the end of the month	03. Closed within timescale	04. Closed outside of timescale	05. Percent closed within timescale	06. Open within timescale	07. Percent open within timescale	08. Open outside of timescale	09. Percent open outside of timescale	10. Number upheld	11. Percent upheld
Adult Social Care Corporate Stage 2	0	0	0	0	0%	0	0%	0	0%	0	0%
Adult Social Care Statutory Stage 2	3	0	0	0	0%	3	100%	0	0%	0	0%
Children's Corporate Stage 2	6	0	0	0	0%	6	100%	0	0%	0	0%
Children's Statutory Stage 2	5	0	0	0	0%	5	100%	0	0%	0	0%
Community Safety Stage 2	0	0		0	0%	0	0%	0	0%	0	0%

Economy & Place Stage 2	0	0	0	0	0%	0	0%	0	0%	0	0%
Highways & Environment Stage 2	0	0			0%	0	0%	0	0%	0	0%
Law & Governance Stage 2	0	0	0		0%	0	0%	0	0%	0	0%
Public Health Stage 2	0	0	0	0	0%	0	0%	0	0%	0	0%
Resources Stage 2	0	0	0	0	0%	0	0%	0	0%	0	0%
Transformation Digital & Customer Experience Stage 2	0	0	0	0	0%	0	0%	0	0%	0	0%
<b>Stage 2 Complaints Total</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>14</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

#### Complaints by Service

31st March

		Previous Period	Current Period	Actual
Adult Social Care All Complaints	Adult Social Care	11	8	-3
	Adult Social Care Corporate Housing	0	0	0

	Commissioning	0	0	0
Children's Services All Complaints	Children's Education	15	24	9
	Children's Social Care	12	12	0
Environment and Place All Complaints	Highways and Operations	2	2	0
	Planning, Environment and Climate Change	4	2	-2
	Transport and Infrastructure	3	2	-1
Public Health and Community Safety All Complaints	Public Health and Community Safety	0	0	0
Resources Directorate (CODR and L&G) All Complaints	Customer and Culture	0	1	1
	Finance	1	0	-1
	HR and OD	1	0	-1
<b>Total All Complaints</b>	<b>Total</b>	<b>49</b>	<b>51</b>	<b>2</b>

FOIs									
31st March 2025									
	01. Number of complaints received	02. Complaints closed at the end of the month	03. Closed within timescale	04. Closed outside of timescale	05. Percent closed within timescale	06. Open within timescale	07. Percent open within timescale	08. Open outside of timescale	09. Percent open outside of timescale
Adult Social Care FOIs	10	2	2	0	100%	8	100%	0	0%
Children's Services FOIs	34	7	7	0	100%	27	100%	0	0%
Community Safety FOIs	13	8	8	0	100%	5	100%	0	0%
Economy & Place FOIs	25	6	6	0	100%	19	100%	0	0%
Highways & Environment FOIs	47	16	16	0	100%	31	100%	0	0%
Law & Governance FOIs	1	0	0	0	0%	1	100%	0	0%
Public Health FOIs	6	2	2	0	100%	4	100%	0	0%
Resources FOIs	59	21	21	0	100%	38	100%	0	0%
Tranformation Digital & Customer Experience FOIs	1	0	0	0	0%	1	100%	0	0%
<b>All FOIs Total</b>	<b>196</b>	<b>62</b>	<b>62</b>	<b>0</b>	<b>100%</b>	<b>134</b>	<b>100%</b>	<b>0</b>	<b>0%</b>

