

Annex C – Complaints, FOIs and EIRs

Stage 1 Complaints											
Q3-2025											
	01. Number of complaints received	02. Complaints closed at the end of the quarter	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	3	3	3	0	100%	0	0%	0	0%	3	100%
Adult Social Care Statutory Stage 1	26	26	24	2	92%	0	0%	0	0%	11	42%
Children's Corporate Stage 1	63	63	37	26	59%	0	0%	0	0%	12	19%
Children's Statutory Stage 1	22	22	11	11	50%	0	0%	0	0%	4	18%
Community Safety Stage 1	0	0	0	0	0%	0	0%	0	0%	0	0%
Economy & Place Stage 1	5	5	2	3	40%	0	0%	0	0%	0	0%
Highways & Environment Stage 1	36	36	10	26	28%	0	0%	0	0%	7	19%
Law & Governance Stage 1	2	2	0	2	0%	0	0%	0	0%	0	0%
Public Health Stage 1	0	0	0	0	0%	0	0%	0	0%	0	0%
Resources Stage 1	27	27	8	19	30%	0	0%	0	0%	7	26%
Public Affairs, Policy and Partnerships Stage 1	3	3	1	2	33%	0	0%	0	0%	0	0%
Stage 1 Complaints Total	187	187	96	91	51%	0	0%	0	0%	44	24%

Stage 2 Complaints											
Q3-2025											
	01. Number of complaints received	02. Complaints closed at the end of the quarter	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	1	1	1	0	100%	0	0%	0	0%	0	0%
Adult Social Care Statutory Stage 2	4	4	4	0	100%	0	0%	0	0%	2	50%
Children's Corporate Stage 2	24	24	21	3	88%	0	0%	0	0%	2	8%
Children's Statutory Stage 2	6	6	0	6	0%	0	100%	0	0%	0	0%
Community Safety Stage 2	0	0	0	0	0%	0	0%	0	0%	0	0%
Economy & Place Stage 2	3	3	1	2	33%	0	0%	0	0%	0	0%
Highways & Environment Stage 2	12	12	6	6	50%	0	0%	0	0%	3	25%
Law & Governance Stage 2	0	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	3	3	2	1	67%	0	0%	0	0%	2	67%
Public Affairs, Policy and Partnerships Stage 2	2	2	1	1	50%	0	0%	0	0%	0	0%
Stage 2 Complaints Total	55	55	36	19	65%	0	0%	0	0%	9	20%

Stage 3 Complaints											
Q3-2025											
	01. Number of complaints received	02. Complaints closed at the end of the quarter	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
Children's Statutory Stage 3	3	3	1	2	33%	0	100%	0	0%	0	0%

Number of complaints by service (Direction of travel)				
Q3-2025				
		Previous Quarter 2 2025/26	Current Quarter 3 2025/26	Actual
Adult Social Care All Complaints	Adult Social Care	29	33	+4
	Adult Social Care Corporate Housing	0	0	0
	Commissioning	2	1	-1
Children's Services All Complaints	Children's Education	55	74	+19
	Children's Social Care	39	44	+5
Environment and Place All Complaints	Highways and Operations	14	22	+8
	Planning, Environment and Climate Change	25	31	+6
	Transport and Infrastructure	13	3	-10
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	3	5	+2
	Finance	0	32	+32
	HR and OD	1	0	-1
Total All Complaints	Total	181	245	+64

FOIs									
Q3- 2025									
	01. Number of complaints received	02. Complaints closed at the end of the quarter	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	25	25	24	1	96%	0	0%	0	0%
Children's Services FOIs	80	80	76	4	95%	0	0%	0	0%
Community Safety FOIs	41	41	38	3	93%	0	0%	0	0%
Economy & Place FOIs	61	60	60	0	100%	0	0%	1	100%
Highways & Environment FOIs	138	138	136	2	99%	0	0%	0	0%
Law & Governance FOIs	15	14	12	2	86%	0	0%	1	100%
Public Health FOIs	10	10	10	0	100%	0	0%	0	0%
Resources FOIs	92	92	91	1	99%	0	0%	0	0%
Public Affairs, Policy and Partnerships FOIs	12	12	12	0	100%	0	0%	0	0%
All FOIs Total	474	472	459	13	97%	0	0%	2	100%