

Annex B – Complaints and FOIs/EIRs

1. Complaints and FOI Requests

1.1 Summary of Statutory and Corporate Complaints (Q1-2025)

- A total of 194 complaints were logged during Q1- 2025, comprising 154 stage 1 complaints, 37 stage 2 complaints and 3 stage 3 complaints. This represents a 10.2% increase compared to the last quarter.
- 122 cases were closed, 99 within of timescale and 23 outside of it. There are 72 cases still open, 67 within timescale and 5 outside of timescale.
- Children's services received the most cases, with 117 of the 194 total cases. Of these, 71 were closed (55 within and 16 outside of timescale), 46 remain open (42 within of timescale and 4 outside).

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

- A total of 451 requests were logged as FOI/EIR during Q1-2025, this represents a 16.6% decrease compared to the last quarter.
- 361 requests have been closed during Q1, all within the 20 working days of receiving the initial request. No requests were closed outside of timescale.
- 90 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.

Stage 1 Complaints											
Q1-2025											
	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	1	1	1	0	100%	0	0%	0	0%	0	0%
Adult Social Care Statutory Stage 1(internal timescale)	26	18	17	1	94%	8	100%	0	0%	11	61%
Children's Corporate Stage 1	70	55	41	14	75%	14	93%	1	7%	10	18%
Children's Statutory Stage 1	19	12	10	2	83%	5	71%	2	29%	1	8%
Community Safety Stage 1	0	0	0	0	0%	0	0%	0	0%	0	0%
Economy & Place Stage 1	23	14	11	3	79%	9	100%	0	0%	4	29%
Highways & Environment Stage 1	5	3	2	1	67%	1	50%	1	50%	0	0%
Law & Governance Stage 1	0	0	0	0	0%	0	0%	0	0%	0	0%
Public Health Stage 1	1	0	0	0	0%	1	100%	0	0%	0	0%

Resources Stage 1	5	4	4	0	100%	1	100%	0	0%	1	25%
Transformation Digital & Customer Experience Stage 1	4	3	3	0	100%	1	100%	0	0%	1	33%
Stage 1 Complaints Total	154	110	89	21	81%	40	91%	4	9%	28	25%

Stage 2 Complaints											
Q1-2025											
	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	0	0	0	0	0%	0	0%	0	0%	0	0%
Adult Social Care Statutory Stage 2 (Internal timescale)	6	4	3	1	75%	2	100%	0	0%	2	50%
Children's Corporate Stage 2	20	3	3	0	100%	17	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	0%
Economy & Place Stage 2	2	1	1	0	100%	1	100%	0	0%	0	0%
Highways & Environment Stage 2	3	3	2	1	67%	0	0%	0	0%	0	0%
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	1	0	0	0	0%	1	100%	0	0%	0	0%
Transformation Digital & Customer Experience Stage 2	0	0	0	0	0%	0	0%	0	0%	0	0%
Stage 2 Complaints Total	37	11	9	2	82%	26	100%	0	0%	2	18%

Stage 3 Complaints											
Q1-2025											
	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	1	1	0	100%	1	50%	1	50%	0	0%

Complaints by Service

		Previous Quarter 4 24/25	Current Quarter 1 25/26	Actual
Adult Social Care All Complaints	Adult Social Care	31	28	-3
	Adult Social Care Corporate Housing	0	0	0
	Commissioning	0	5	+5
Children's Services All Complaints	Children's Education	66	68	+2
	Children's Social Care	45	49	+4
Environment and Place All Complaints	Highways and Operations	7	8	+1
	Planning, Environment and Climate Change	14	25	+11
	Transport and Infrastructure	11	3	-8
Public Health and Community Safety All Complaints	Public Health and Community Safety	0	1	+1
Resources Directorate (CODR and L&G) All Complaints	Customer and Culture	0	4	+4
	Finance	2	3	+1
	HR and OD	0	0	0
Total All Complaints	Total	176	194	+18

FOIs

Q1-2025

	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	38	36	36	0	100%	2	100%	0	0%
Children's Services FOIs	67	51	51	0	100%	16	100%	0	0%
Community Safety FOIs	31	24	24	0	100%	7	100%	0	0%
Economy & Place FOIs	35	29	29	0	100%	6	100%	0	0%
Highways & Environment FOIs	129	100	100	0	100%	29	100%	0	0%
Law & Governance FOIs	10	6	6	0	100%	4	100%	0	0%
Public Health FOIs	16	15	15	0	100%	1	100%	0	0%
Resources FOIs	116	93	93	0	100%	23	100%	0	0%
Transformation Digital & Customer Experience FOIs	9	7	7	0	100%	2	100%	0	0%
All FOIs Total	451	361	361	0	100%	90	100%	0	0%