

Annex C – Complaints, Freedom of Information access requests (FOIs) and Environmental information regulations (EIRs)

Stage 1 Complaints											
Q2-2025											
	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. Perce nt uphel d
Adult Social Care Corporate Stage 1	6	6	6	0	100%	0	0%	0	0%	2	33%
Adult Social Care Statutory Stage 1	21	21	19	2	90%	0	0%	0	0%	11	52%
Children's Corporate Stage 1	55	55	34	21	62%	0	0%	0	0%	13	24%
Children's Statutory Stage 1	14	14	7	7	50%	0	0%	0	0%	1	7%
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	27	27	18	9	67%	0	0%	0	0%	4	15%
Law & Governance Stage 1	0	0	0	0	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	12	12	1	11	8%	0	0%	0	0%	4	33%
Transformation Digital & Customer Experience Stage 1	2	2	2	0	100%	0	0%	0	0%	0	0%
Stage 1 Complaints Total	142	142	89	53	63%	0	0%	0	0%	35	25%

Stage 2 Complaints

Q2-2025											
	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	4	4	3	1	75%	0	0%	0	0%	0	0%
Children's Corporate Stage 2	22	22	22	0	100%	0	0%	0	0%	3	14%
Children's Statutory Stage 2	3	3	1	2	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	1	1	0	1	0%	0	0%	0	0%	0	0%
Highways & Environment Stage 2	7	7	5	2	71%	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	1	1	0	100%	0	0%	0	0%	0	0%
Transformation Digital & Customer Experience Stage 2	1	1	1	0	100%	0	0%	0	0%	0	0%
Stage 2 Complaints Total	39	39	33	6	85%	0	0%	0	0%	3	8%

Stage 3 Complaints

Q2-2025											
	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	0	0	0	0	0%	0	100%	0	0%	0	0%

Number of complaints by service (Direction of travel)

Q2-2025				
		Previous Quarter 1 2025/26	Current Quarter 2 2025/26	Difference
Adult Social Care All Complaints	Adult Social Care	28	29	1
	Adult Social Care Corporate Housing	0	0	0
	Commissioning	5	2	-3
Children's Services All Complaints	Children's Education	68	55	-13
	Children's Social Care	49	39	-10
Environment and Place All Complaints	Highways and Operations	8	14	6
	Planning, Environment and Climate Change	25	25	0
	Transport and Infrastructure	3	13	10
Public Health and Community Safety All Complaints	Public Health and Community Safety	1	0	-1
Resources Directorate (CODR and L&G) All Complaints	Customer and Culture	4	3	-1
	Finance	3	0	-3
	HR and OD	0	1	1
Total All Complaints	Total	194	181	-13

FOIs

Q2- 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	24	24	23	1	96%	0	0%	0	0%
Children's Services FOIs	78	77	70	8	91%	0	0%	0	0%
Community Safety FOIs	40	40	38	2	95%	0	0%	0	0%
Economy & Place FOIs	58	58	57	1	98%	0	0%	0	0%
Highways & Environment FOIs	166	166	162	4	98%	0	0%	0	0%
Law & Governance FOIs	10	10	10	0	100%	0	0%	0	0%
Public Health FOIs	13	13	13	0	100%	0	0%	0	0%
Resources FOIs	104	104	104	0	100%	0	0%	0	0%
Transformation Digital & Customer Experience FOIs	6	6	6	0	100%	0	0%	0	0%
All FOIs Total	499	498	483	16	97%	0	0%	0	0%