

Formal complaints from 1st April 2016-31st March 2017 with annual comparison

Adult Social Care	2014/15	2015/16	2016/17
Total received	275	288	334
Completed complaints			
Not upheld	79	104	85
Partially upheld	79	64	67
Fully upheld	48	55	50
Completed within 6 month timescale	99%	93%	99%

Children's Social Care	2014/15	2015/16	2016/17
Total received	273	312	271
Completed complaints			
Not upheld	105	129	114
Partially upheld	74	83	61
Fully upheld	30	45	31
Stage 1 responses completed in 20 working day timescale	85% (48% completed in 10 working days)	82% (48% completed in 10 working days)	83% (41% completed in 10 working days)
Complaints investigated at Stage 2	7	9	4
Complaints considered at Stage 3	6	5	3

Corporate service	2014/15	2015/16	2016/17
Total received	604	428	588
Completed complaints			
Not upheld	222	181	303
Partially upheld	100	84	65
Fully upheld	188	153	127
Stage 1 responses completed in 20 working day timescale	89%	84%	81%
Complaints investigated at Stage 2	6	7	5
Complaints considered at	0	0	0

Stage 3			
---------	--	--	--