



# Report to Standards and General Purposes Committee

**Date:** 10 December 2020

**Reference number:** TBC

**Title:** Compliments and Complaints Annual Report for 2019/20.

**Author and/or contact officer:** Kate Mitchelmore, Corporate Complaints Manager,  
[kate.mitchelmore@buckinghamshire.gov.uk](mailto:kate.mitchelmore@buckinghamshire.gov.uk)

**Ward(s) affected:** All

**Recommendations:** The committee is asked to:-

1. Note the contents of the Compliments and Complaints Annual Report for 2019/20.

**Reason for decision:** To allow the committee to maintain an overview of the number and nature of the compliments and complaints received by the five legacy Councils for the period 1 April 2019 to 31 March 2020.

## Purpose of the report

- 1.1 This report covers the reporting period 1 April 2019 to 31 March 2020 and is the last annual report for Buckinghamshire County Council, Aylesbury Vale, Chiltern, South Bucks and Wycombe District Councils who came together on 1 April 2020 to form the new Buckinghamshire Council.
- 1.2 Whilst the report covers all five former councils the information available primarily relates to the former Buckinghamshire County Council with some additional high level information from the former Aylesbury Vale, Chiltern, South Bucks and Wycombe District Councils.
- 1.3 The new Buckinghamshire Council welcomes feedback: compliments, comments and complaints from customers and procedures are now in place to ensure all compliments and complaints received for the new council can be captured, responded to and reported on in the future. This will also ensure that the Council can demonstrate that it listens to the experiences of its customers, positive or negative, to bring about improvements in services.

1.4 Attached to this covering report is the Compliments and Complaints Annual Report for 2019/20 for the 5 former councils.

#### Other options considered

1.5 Report for noting only.

#### Legal and financial implications

1.6 None.

#### Corporate implications

1.7 Having an effective compliments, comments and complaints is necessary to ensure that the Council can respond to resident issues, learn from things that have gone wrong and demonstrate that it listens to the experiences of its customers, positive or negative, to bring about improvements in services.

#### Consultation and communication

1.8 Report for noting only.

#### Next steps and review

1.9 None.

#### Background papers

N/A





# **Compliments & Complaints Annual Report 2019/20**

## **Buckinghamshire Council**

**This report concentrates on information collected by  
Buckinghamshire County Council**

**It also contains some high level information from**

**Aylesbury Vale District Council**

**Chiltern District Council**

**Wycombe District Council**

**&**

**South Bucks District Council**

Author: Kate Mitchelmore

Date: 22 October 2020

## Table of Contents

---

Compliments & Complaints Annual Report 2019/20 .....	1
Overview.....	3
Highlights for 2019/20 .....	3
Compliments .....	4
Statutory Framework .....	4
What is a complaint? .....	4
Purpose of the Complaints Procedure .....	5
Complaint procedures .....	5
Corporate Complaints Procedure .....	5
Adults Statutory Social Care Complaints - Listening, Responding, Improving .....	6
Children’s Statutory Social Complaints Procedure – Hearing the Customer’s View.....	6
Use of advocates for Children Act complaints .....	7
Executive Summary of Complaints 2019/20 .....	8
Response times - Corporate Complaints stage 1 .....	9
Response times - Statutory Complaints.....	10
Stage 2 Corporate Complaints – Escalations .....	11
Local Government & Social Care Ombudsman.....	12
Complaints Information for Buckinghamshire District Councils 2019/20.....	14
Benchmarking with other Authorities .....	15
Annual Review of the Feedback and Complaints Procedure .....	17
Vexatious and Persistent Complainants Policy .....	17
MP Enquiries .....	17
Compliments, Comments and Complaints (CCC) – Buckinghamshire Council.....	17

## **Overview**

This report covers the reporting period 1 April 2019 to 31 March 2020 and is the last annual report for Buckinghamshire County Council, Aylesbury Vale, Chiltern, South Bucks and Wycombe District Councils who came together on 1 April 2020 to form the new Buckinghamshire Council.

This report covers compliments and complaints received and recorded for this period, although due to reporting procedures only contains high level information collected by the former district councils, with more detailed information available on the former county council.

The new Buckinghamshire Council welcomes feedback: compliments, comments and complaints from customers and procedures are now in place to ensure all compliments and complaints received for the new council can be reported in the future. This will also ensure that the Council can demonstrate that it listens to the experiences of its customers, positive or negative, to bring about improvements in services.

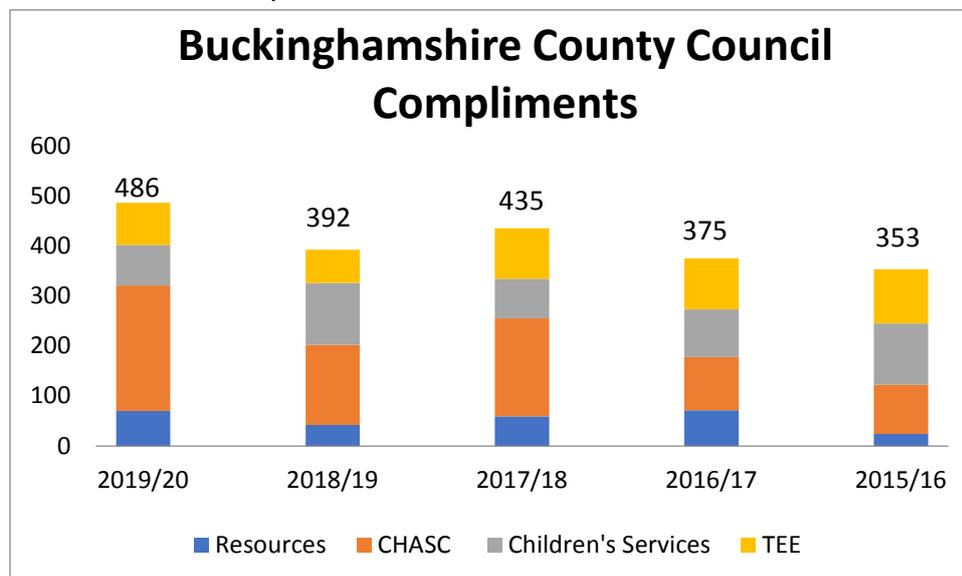
The information in the following sections only covers the information from the former county council. The high level summary of complaints for the former district councils is reported separately on page 15.

## **Highlights for 2019/20**

- Compliments received by the former county council has increased by 38% over a 5 year period
- There was also an increase in the number of stage 1 corporate complaints for the former county council although the average response times remained the same
- During this year we saw a 42% reduction in the number of children's statutory complaints received

## Compliments

As shown below the number of compliments recorded for the former county council increased from last year.



## Statutory Framework

The council has a statutory duty to investigate Adult and Children's Social Care complaints under The Children Act 1989 Representations Procedure (England) Regulations 2006 and The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

There is also a requirement on us by the Local Government and Social Care Ombudsman to operate a corporate complaints procedure to cover other areas of council services such as school admissions, special educational needs, libraries and highways.

## What is a complaint?

*Any expression of dissatisfaction about a council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response.<sup>1</sup>*

There is a close link between service requests and complaints. As a council we record first time contacts as service requests, rather than complaints, and services are encouraged to adopt local resolution to work with the customer to resolve the issue. Where this hasn't happened, then invariably the customer will come back to us to make a complaint.

The council receives a lot of correspondence from customers who are generally unhappy but are not necessarily making a complaint. These could be someone chasing the progress of a claim, reporting a defect on the roads or simply trying to complain about a service we

<sup>1</sup> From the Local Government & Social Care Ombudsman's *Guidance on running a complaints system*

are not responsible for, like a bin collection. During 2019/20 the former county council received 1,054 other 'general enquiries'. These were not classified as complaints and were redirected to the most appropriate place to deal with the issue.

### **Purpose of the Complaints Procedure**

The purpose of any complaints procedures is to ensure that:

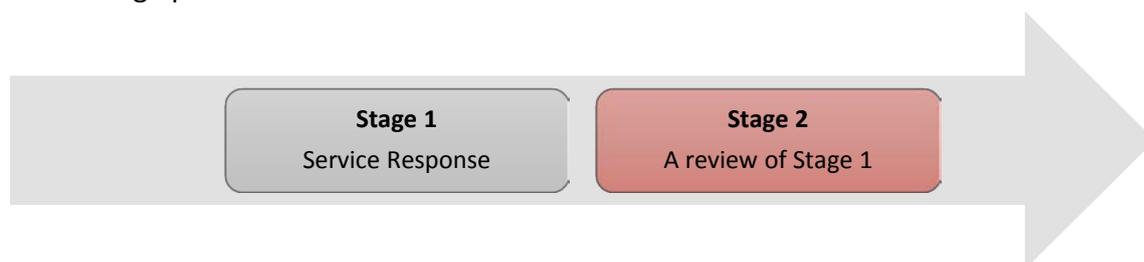
- The views and experiences of people who use services are heard to ensure the organisation remains focused on the customer
- The organisation learns from complaints and seeks improvements to service provision and working practices
- There is a simple and effective way of raising a complaint
- Complaints are dealt with fairly and consistently
- The complainant receives a comprehensive response within the agreed timescales
- It encourages an open and transparent environment that people trust and engage with

### **Complaint procedures**

The former county council had three processes. The process followed for an individual complaint is largely dependent on the subject of that complaint. As a general rule, complaints specifically regarding child and adult social care issues will be referred to the statutory procedures respectively, whereas other service issues, process/procedural issues and decision making issues will be more appropriate for the corporate procedure.

### **Corporate Complaints Procedure**

A two stage process:

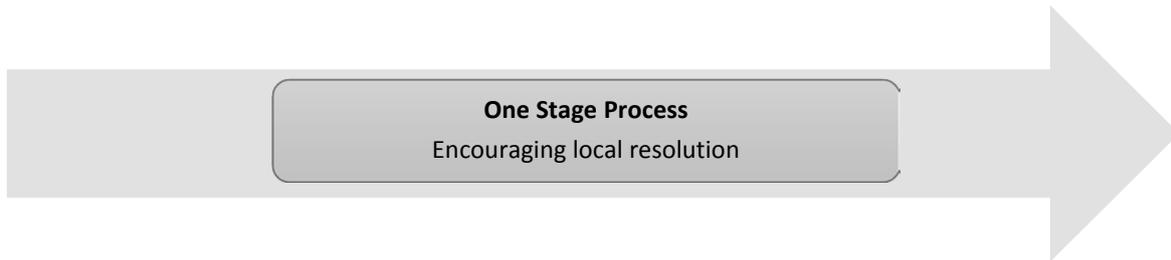


- **Stage 1** – the staff delivering the service aim to respond to the complaint within 20 calendar days. If it is going to take longer, the complainant is kept informed.
- **Stage 2** – A review of the Stage 1 response carried out on behalf of the Monitoring Officer, with an aim of completing within 20 calendar days. If it is going to take longer, the complainant is kept informed.

The Local Government and Social Care Ombudsman is the final route of redress for the complainant.

## Adults Statutory Social Care Complaints - Listening, Responding, Improving

A one stage process:

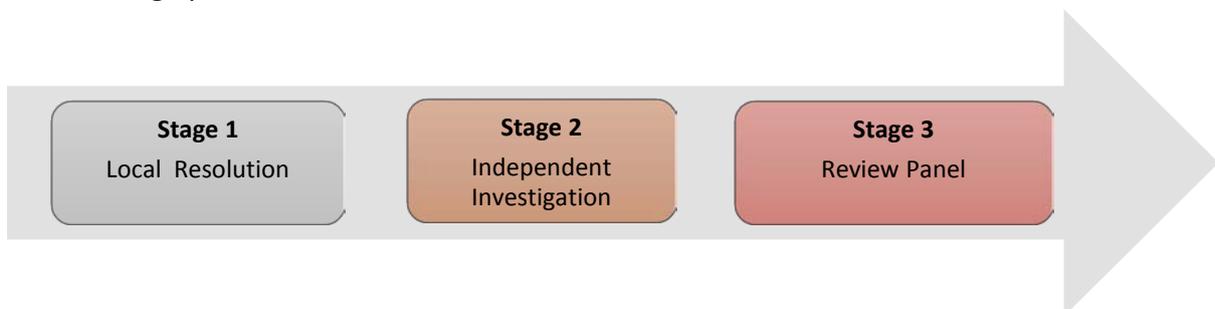


- A one stage process that encourages local resolution to resolve issues. The pre-complaint stage is called the Concern Stage, during which, if agreed with the complainant, the service area has 48 hours to resolve issues informally. The complaints process usually begins once the Concern Stage has been exhausted. Whilst the statutory timescale allows up to six months to issue a final response to the complaint, the Council has set a local standard of 28 calendar days during which time the majority of complaints are expected to be resolved.

The Local Government and Social Care Ombudsman is the final route of redress for the complainant.

## Children's Statutory Social Complaints Procedure – Hearing the Customer's View

A three stage process:



- **Stage 1 Local Resolution** - the staff delivering the service are given the opportunity to address the complaint, providing a full response within 10 working days (this can be extended to 20 working days in exceptional circumstances such as complex complaints).
- **Stage 2 Independent Investigation** - an Independent Officer (IO) and an Independent Person (IP) will investigate the complaint and the IO will prepare a report for the Service Director, who will send a formal response to the complainant based upon that independent report. The investigation should be completed within 25 working days of receipt of the signed complaints statement (this can be extended to a maximum of 65 working days in certain circumstances such as complex complaints).

- **Stage 3 Review Panel** - comprising an independent chair and two other independent people who consider the adequacy of the Stage 2 complaint investigation. The Panel should meet within 30 working days of the request being made, its recommendations should be recorded within 5 working days of the meeting and the Executive Director must respond to complainants within 15 working days of the date when the Review Panel made their recommendations.

The Local Government and Social Care Ombudsman is the final route of redress for the complainant. Although it should be noted, that should the complainant and the Local Authority agree, Stage 3 can be skipped and the complainant can approach the Ombudsman after Stage 2.

### **Use of advocates for Children Act complaints**

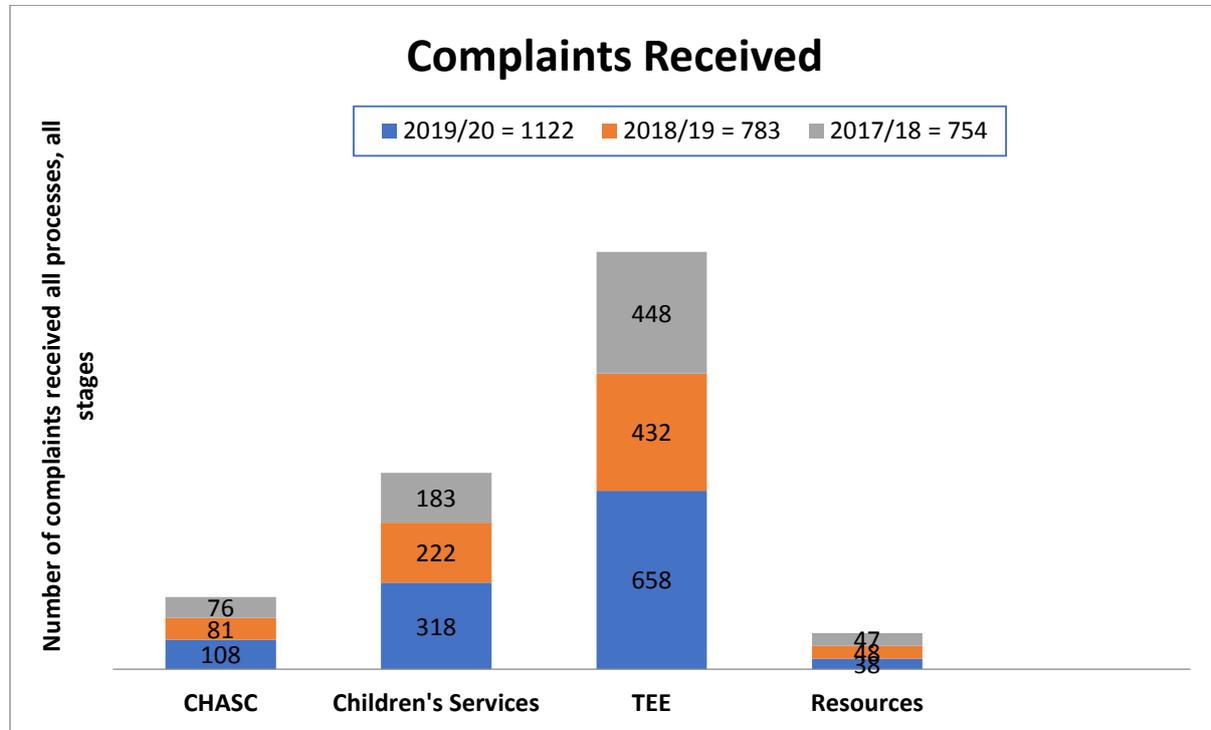
In accordance with national guidance, the former county council had made arrangements for the provision of advocacy services for children and young people who wish to make representations under the relevant sections of the Children Act 1989. During the reporting period, the contract for this was with the National Youth Advocacy Service (NYAS) for the provision of advocacy services for children in care. This will be carried through to the new council and the arrangement will remain the same.

The advocacy service must ensure that independent advocates provide appropriate help to children and young people, taking into account their age, means of communication, language, sex, race, religion, sexual orientation, health or disability.

The advocates provided by NYAS are volunteers who have received the appropriate training in working with children and young people. They are from a variety of backgrounds and care is taken in achieving a good match between advocate and child to take into account the needs of the child.

## Executive Summary of Complaints 2019/20

Between 1 April 2019 and 31 March 2020, the former county council received a total of 1122 complaints across all three complaints procedures, this compares with 783 in the previous reporting period.

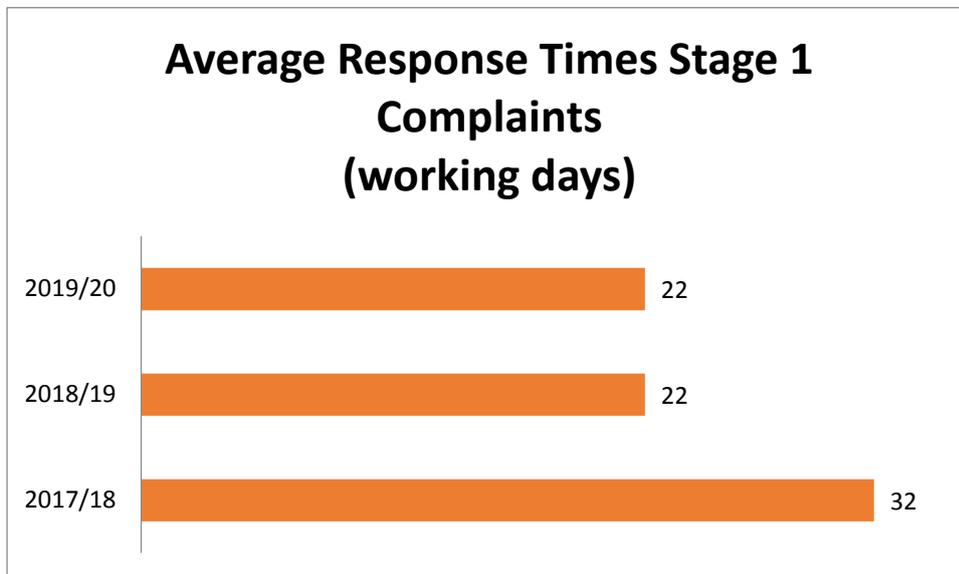


The following is a breakdown of the previous graph for reporting year 2019/20 and provides data for 2018/19 as a comparison in brackets.

- 902 (568) complaints were received at Stage 1 of the corporate procedure and 101 (64) were received at Stage 2 of that procedure.
- Within the statutory children services procedure, there were 44 (76) dealt with at Stage 1, with 7 (14) being escalated to Stage 2 and 1 (0) Stage 3 Review Panel.
- 67 (61) complaints were dealt with under the adult social care statutory complaints procedure.

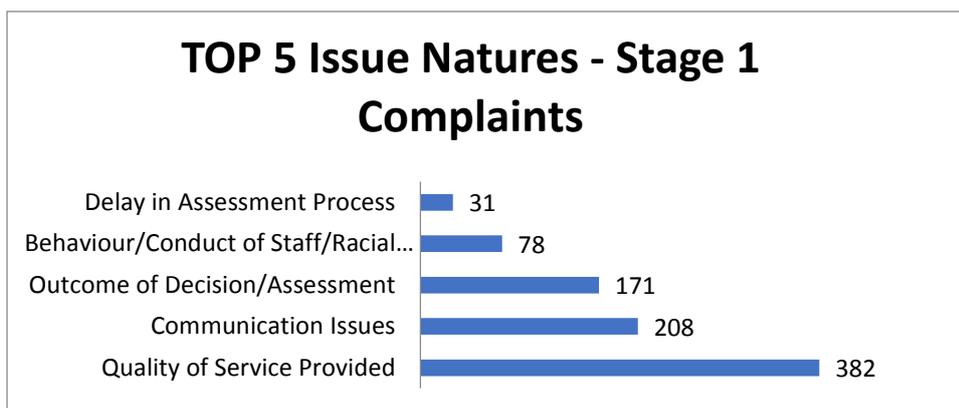
### Response times - Corporate Complaints stage 1

The target for responding to Stage 1 corporate complaints is 20 working days. However, we aim to provide a response within 10 working days. The graph below shows a comparison of the average response times for the last 3 years.



### Issue natures of complaints – Corporate Complaints Stage 1

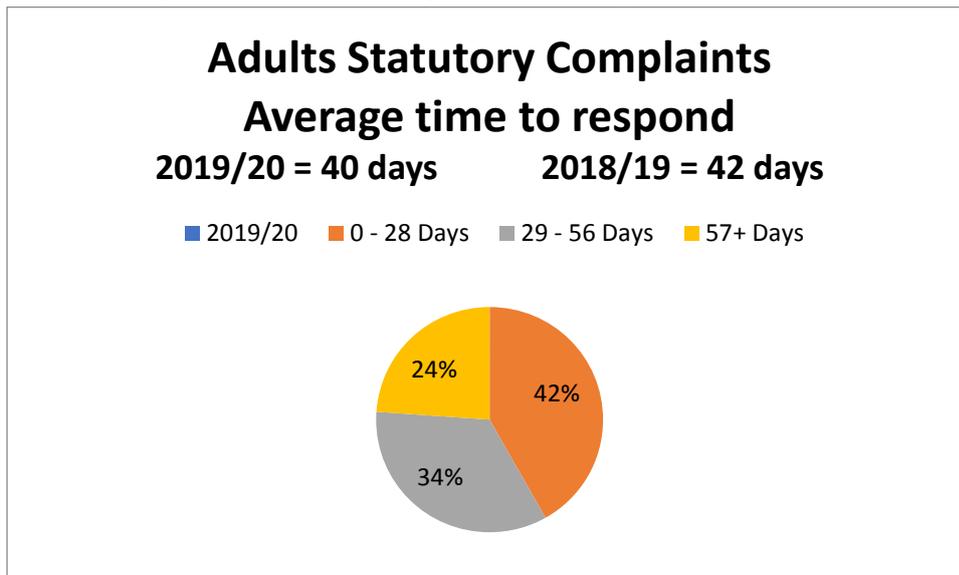
The graph below shows the top 5 reasons for corporate stage 1 complaints. Included in this amount are 117 complaints that had more than one issue nature.



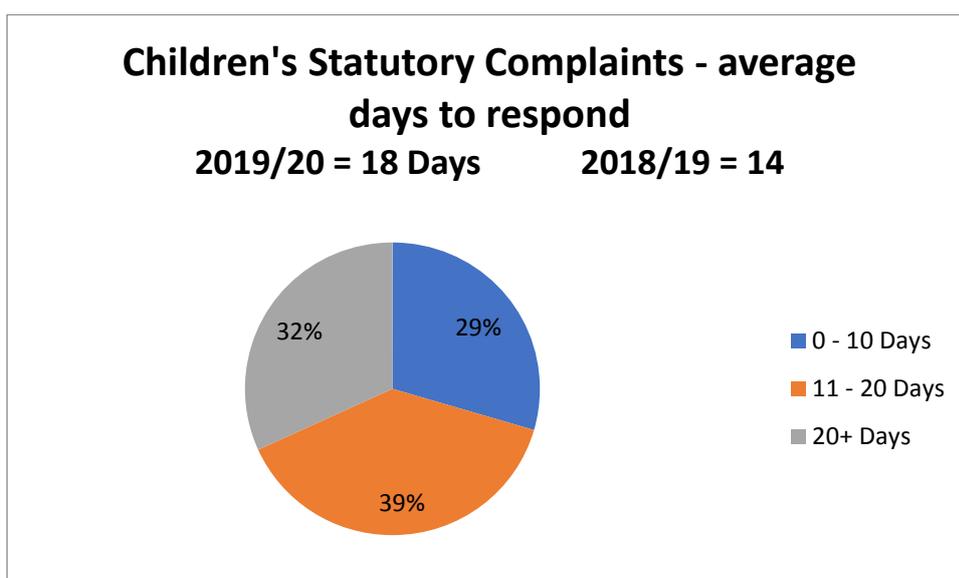
## Response times - Statutory Complaints

As explained above, the two statutory complaints procedures are completely different, although they are based on the same basic principles.

The adult statutory complaints process was changed in 2009 and is centred on the idea of local resolution. The timeframe for resolution is six months to allow a reasonable amount of time to work together with the customer. Our internal target of 28 calendar days is there for the complaints that are not quite so complex to deal with.



The children's statutory process has three stages and although local resolution is encouraged, each stage has its own timeframes. For these reasons, it is not appropriate to compare time taken between the adults and children's statutory processes.

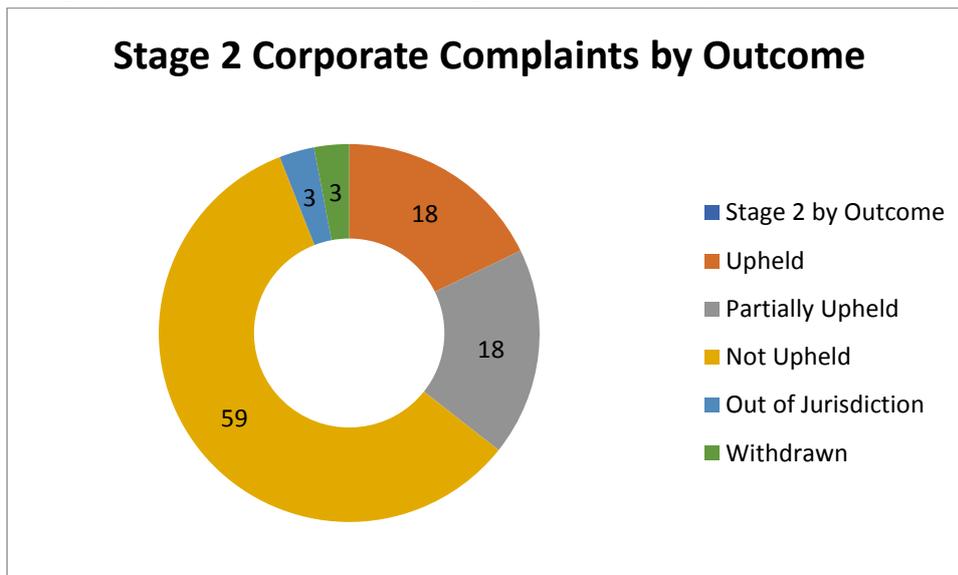


## Stage 2 Corporate Complaints – Escalations

The following breakdown for also provides data for 2018/19 as a comparison (in brackets).

- 902 (568) Complaints were recorded at Stage 1
  - 9.3% (11.3%) of this number were escalated to Stage 2
- 101 (64) Complaints were recorded at Stage 2 (the final stage):
  - 7 (4) of these Stage 2 complaints went directly to the final stage as per the correct procedure for complaints relating to requests for information made under the Data Protection Act, Freedom of Information Act and Environmental Information Regulations
  - 9 (2) of these Stage 2 complaints were escalated directly to the final stage due to their seriousness or previous correspondence indicating this to be appropriate
  - 85 (58) of these Stage 2 complaints were escalated directly from Stage 1

The graph below shows the 101 Stage 2 complaints by outcome



As outlined above, of the 101 Stage 2 (final stage) complaints, 85 were escalated from the previous stage of the process. Therefore, these complaints had a previous decision (normally 'Not Upheld') which was reviewed. The analysis of those decisions (see table below) shows that 58% of reviewed decisions remained 'Not Upheld', whereas 36% of reviewed decisions were upheld (either in whole or in part).

The following breakdown for the reporting year shows the outcome of cases escalated from stage 1 and provides data for 2018/19 as a comparison.

Reviewed complaint decision	2019/20	2018/19	% 2019/20	% 2018/19
Not Upheld	50	41	59	71
Partially Upheld	16	10	19	17
Upheld	16	2	19	3.5
Withdrawn	2	2	2	3.5
Outside Jurisdiction	1	3	1	5
<b>Total</b>	<b>85</b>	<b>58</b>	<b>100%</b>	<b>100%</b>

## Local Government & Social Care Ombudsman

Each local authority is sent an Annual Review Letter from the Local Government & Social Care Ombudsman (LG&SCO). A copy of the letter is included as an appendix to this report. A total of 72 complaints about the former county council were determined by the LG&SCO for 2019/20:

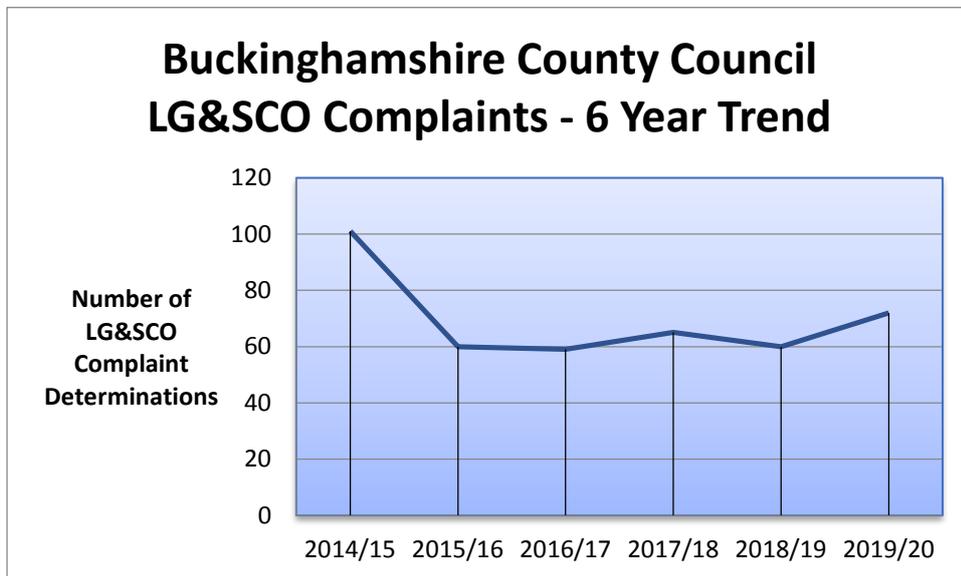
LGO &SCO Category	Number of LG&SCO Complaints 2019/20	Number of LG&SCO Complaints 2018/19
• Education & Children's Services	28	23
• Adult Care Services	23	17
• Environmental Services & Public Protection & Regulation	2	1
• Highways & Transport	13	15
• No category allocated	1	0
• Corporate and Other Services	3	4
• Planning & Development	2	0
• Total number of LG&SCO complaints	72	60

The following table shows the LG&SCO's classification decisions. It should be noted that where the ombudsman has upheld the complaint we may also have come to that conclusion in our process so this doesn't reflect overturned decisions.

<b>2019/20 Decision Classification</b>	<b>No. of Complaints 2019/20 (2018/19 in brackets)</b>		<b>Comments</b>
<b>Upheld</b>	8	(9)	Fault found by LGO.(NB The fault may have already been previously satisfactorily remedied by the Council.)
<b>Not Upheld</b>	3	(5)	No fault found by LGO.
<b>Advice given</b>	0	(1)	No record of these complaints – we assume advice given to complainant by the LGO without reference to the Council.
<b>Closed after initial enquiries</b>	25	(22)	Initial information supplied by the complainant and/or the Council results in the LGO deciding not to investigate these complaints (for a variety of reasons, such as that the matter falls outside of the LGO's statutory jurisdiction, or there was insufficient maladministration and/or injustice found).
<b>Incomplete/Invalid</b>	5	(3)	No record of these complaints as not communicated to the Council – we can only assume that all these complaints were not progressed with LGO.
<b>Referred back for local resolution</b>	31	(20)	The Council is not aware of all of these cases, however we can assume that some were where the LGO told the complainant to contact the Council, but the complainant chose not to pursue the matter. In other cases, the LGO asked us to put the complaint through the relevant complaint procedure.

<b>Total</b>	72	(60)	

The number of LG&SCO complaints has increased slightly during this year. The previous table shows which services the increases relate to.



#### Complaints Information for Buckinghamshire District Councils 2019/20

Below is a table showing the breakdown of stage 1 and stage 2 complaints and compliments for the former district councils. The information provided for Chiltern and South Bucks Councils was not broken down individually as that data was collected together on the same system.

	Stage 1	Stage 2	Compliments
<b>Aylesbury Vale DC</b>	603	96	132
<b>Chiltern and South Bucks DC</b>	244	6	100
<b>Wycombe DC</b>	315	17	118
<b>Total</b>	1162	119	350

The following table provides some information on LG & SCO decisions for the four district councils, Aylesbury Vale, Chiltern, South Bucks and Wycombe. It is comparable to the table on page 13 for the former county council. The totals at the bottom of the table come from the Local Government & Social Care Ombudsman as recorded by them

	<b>Aylesbury Vale DC</b>	<b>Chiltern DC</b>	<b>South Bucks DC</b>	<b>Wycombe DC</b>
<b>Upheld</b>	5	2	2	3
<b>Not Upheld</b>	1	1	1	0
<b>Advice Given</b>	1	0	0	0
<b>Closed After Initial Enquiries</b>	21	6	3	5
<b>Incomplete/Invalid</b>	0	1	0	0
<b>Referred back for local resolution</b>	7	8	10	11
<b>Total</b>	35	18	16	19

### **Benchmarking with other Authorities**

The table below shows compliments and complaints recorded by four other unitary councils to enable a comparison

	<b>Complaints</b>	<b>Compliments</b>	<b>Enquiries</b>	<b>Population</b>
<b>Wiltshire 2019/20</b>	498 (all processes)	0 (not recorded)	916	500,024
<b>Durham</b>	Approx. 227 per month	76 per month	56 per month	530,094
<b>Bristol</b>	Approx. 980 per month	N/A	N/A	463,377
<b>Cornwall (2019/20)</b>	966	1,548	1,285	569,578

The following table shows the number of upheld decisions by the ombudsman based solely on detailed investigations carried out. A satisfactory remedy by the Council is where the authority has already remedied the complaint and the ombudsman agrees the remedy.

	<b>Detailed Investigations (recorded by LG&amp;SCO)</b>	<b>Upheld</b>	<b>Satisfactory remedy by Council</b>
<b>Wiltshire</b>	31	19 (51%)	5%
<b>Durham</b>	36	21 (58%)	14%

<b>Bristol</b>	33	20 (61%)	10%
<b>Cornwall</b>	56	33 (59%)	6%

This table shows the totals for the ombudsman’s investigations for the former districts and county council. These differ from the previous LG&SCO decisions tables as it only refers to detailed investigations that he has carried out whereas the previous tables refer to any investigation even if it was closed with no or little action. The total for the five councils is at the bottom in order to give a comparison with the benchmarking information in the previous table. You can see from this that the combined satisfactory remedy rate for the five former councils compares favourably with the other authorities we have benchmarked against.

	<b>Detailed Investigations (recorded by LG&amp;SCO)</b>	<b>Upheld</b>	<b>Satisfactory remedy by Council</b>
<b>Buckinghamshire CC</b>	11	8 (73%)	100%
<b>Aylesbury Vale District Council</b>	6	5 (83%)	100%
<b>Wycombe District Council</b>	3	3 (100%)	100%
<b>South Bucks District Council</b>	3	2 (67%)	100%
<b>Chiltern District Council</b>	3	2 (67%)	0%
<b>Totals</b>	26	20 (77%)	88%

### **Annual Review of the Feedback and Complaints Procedure**

There is a new complaints procedure for Buckinghamshire Council which was agreed by the Monitoring Officer as part of the transition process to the new unitary council. This new policy has been in force since 1 April 2020 and is currently being used for all corporate complaints across Buckinghamshire Council. All the previous complaints procedures for Buckinghamshire County Council, Aylesbury Vale District Council, Chiltern District Council, South Bucks District Council and Wycombe District Council are no longer valid.

### **Vexatious and Persistent Complainants Policy**

There is a new policy for dealing with vexatious and persistent complainants for Buckinghamshire Council. This was also agreed by the Monitoring Officer as part of the transition process to the new unitary council and has been in force since 1 April 2020. As is with the complaints policy all procedures for previous councils are no longer valid. The information below, however covers the period 1 April 2019 to 31 March 2020 and so is under the Buckinghamshire County Council Vexatious and Persistent Complainants Policy.

For 2019/20, only one complainant was added to the register of vexatious and persistent complainants. This person was removed from the register after it was superseded by restriction put in place by Thames Valley Police.

### **MP Enquiries**

MP Enquiries are managed centrally within the Compliments & Complaints Team. For 2019/20 228 MP Enquiries were managed through the process with an average response time of 23 days.

### **Compliments, Comments and Complaints (CCC) – Buckinghamshire Council**

Since 1 April 2020 when the district councils and the county council joined together to become Buckinghamshire Council there has been a joint CCC Team to manage the processes under the new corporate complaints policy as well as MP Enquiries and Statutory Complaints for Children's and Adult's Social Care. This has brought together all compliments, comments and complaints as well as MP Enquiries that would have been handled by the previous councils. The reporting system, Respond, has been updated to enable the provision of reporting for all areas of the new council.

# Children's Services

## Annual Customer Feedback 1/2

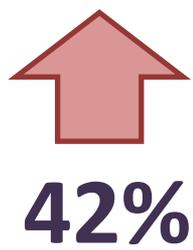
Appendix 1 – Annual Children's Services Summary 1 April 2019 – 31 March 2020

### Formal Stage 1

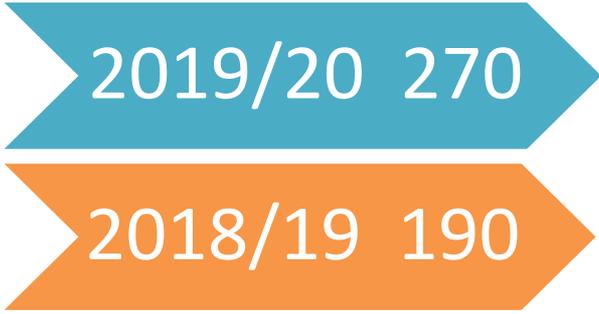
Complaints Received



This represents an increase of



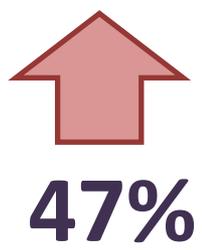
### Stage 1 complaints comparison for 2018/19



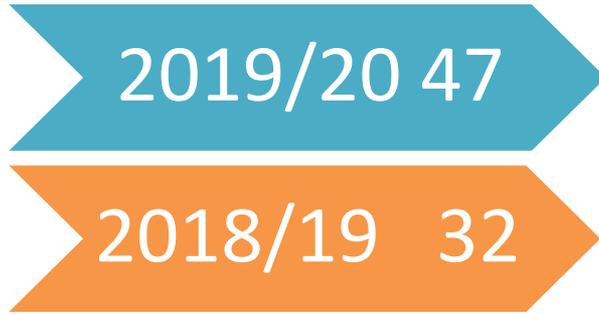
Complaints escalated to Stage 2



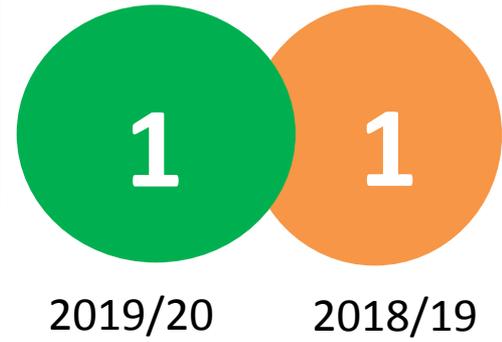
This represents an increase of



### Stage 2 complaints comparison for 2018/19



### Statutory Stage 3 Panels



**23** Stage 2 complaints upheld or partially upheld  
**Corporate** (overturning the outcome at stage 1)  
**7** Statutory

The reasons for complainants expressing dissatisfaction after a stage 1 complaint can vary. Primarily this has been due the complainant suggesting that the Stage 1 response did not adequately address the issues of complaint and/or where they were left feeling as though the complaint had not been taken seriously. However, it is also fair to say that there have been occasions where escalation was inevitable irrespective of the effort put in at Stage 1 due to a break down in trust.

# Children's Services

## Annual Customer Feedback 2/2

### Appendix 1 – Annual Children's Services Summary 1 April 2019 – 31 March 2020

**Stage 1 Complaints where the Council is at fault or partially at fault**



14% withdrawn, out of jurisdiction or no comment made

**Stage 1 Complaints where the Council is not at fault**



**Average complaint response time**



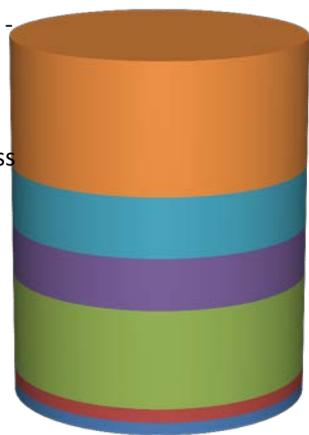
**Compliments Received**



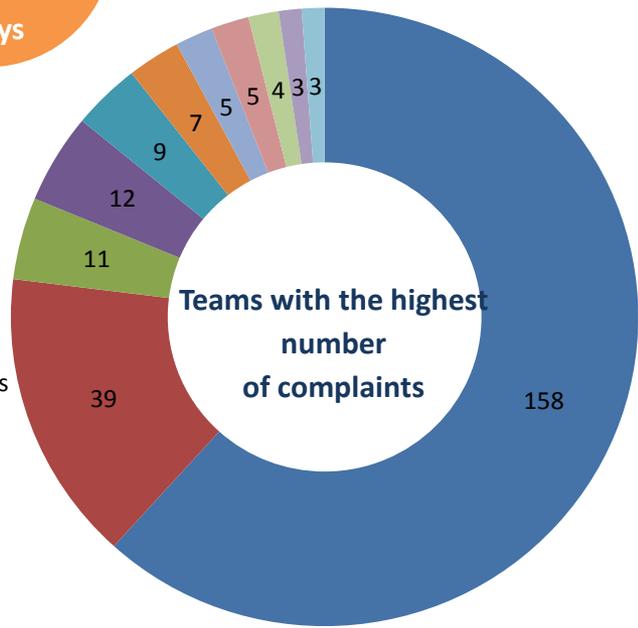
2018/19 - 60

#### Top 6 Issue Natures

- Quality of Service Provided - 93
- Outcome of a decision/assessment - 43
- Delay in Assessment Process - 37
- Communication Issues - 71
- Breach of confidentiality - 10
- Staff Conduct - 9



- SEND
- Admissions
- Help & Protection Wycombe 1 & 2
- Care (North & South)
- Help & Protection Aylesbury 1 & 2
- CWD (North & South)
- Assessment Chiltern & South Bucks
- Help & Protection Chilterns
- Assessment Wycombe
- Education Team
- Child Protection Service



# Communities, Health & Social Care (CHASC)

## Annual Customer Feedback 1/2

Annual CHASC Summary 1 April 2019 – 31 March 2020

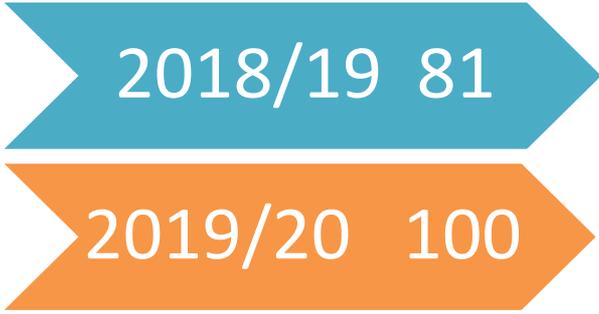
### Formal Stage 1 Complaints Received



*This represents a  
increase of*



### Stage 1 complaints comparison for 2017/18



### Number of concerns received and dealt with within 48 hours



For statutory complaints the pre complaint stage is called the Concern Stage and it is a process that encourages local resolution to resolve issues.

Of the 67 Statutory Complaints, 18 were escalated from concerns.

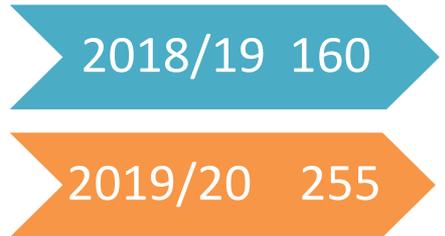
### Compliments Received



*This represents an  
increase of*



### Compliments comparison for 2018/19



# Communities, Health & Social Care (CHASC)

## Annual Customer Feedback 2/2

Annual CHASC Summary 1 April 2019 – 31 March 2020

Complaints where the Council is at fault or partially at fault



Complaints where the Council is not at fault



12% withdrawn or no comment made

Corporate average complaint response time

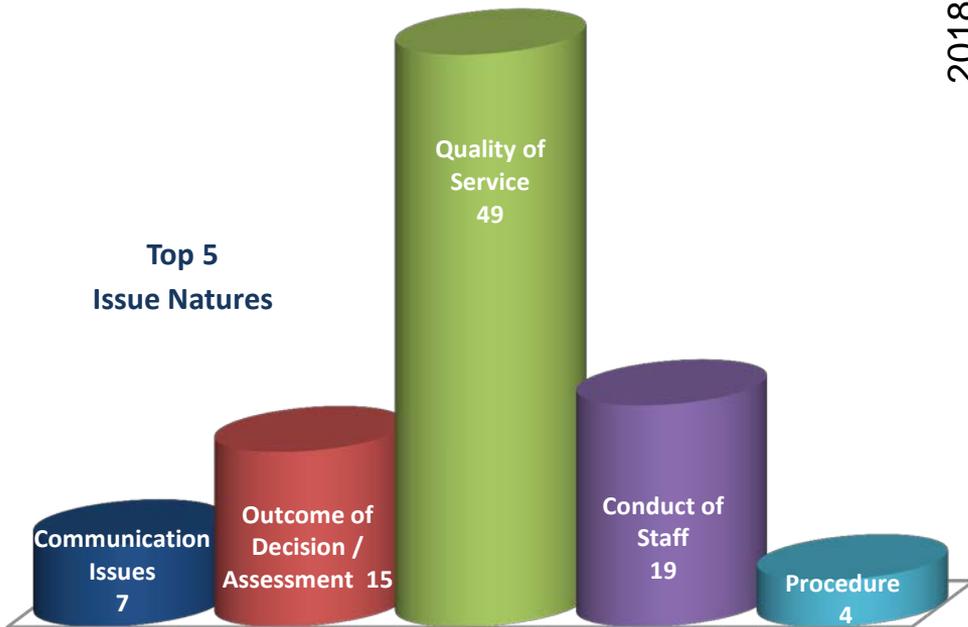


Statutory average complaint response time

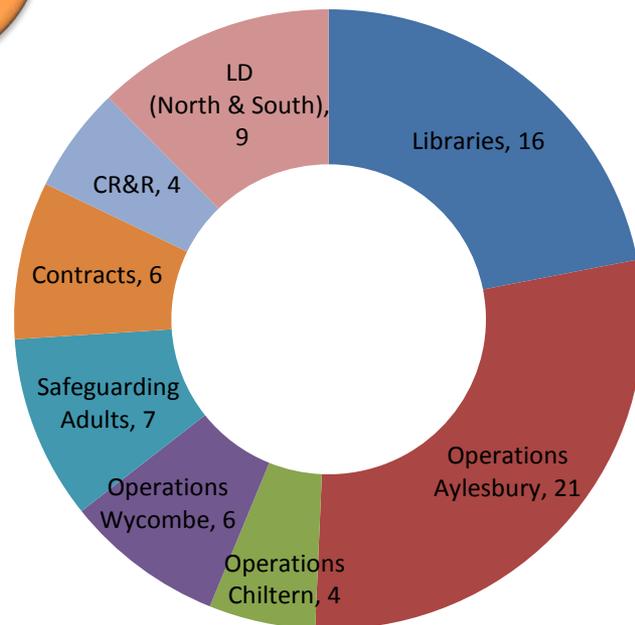


Adults Statutory Complaints Response Timescale = 6 Months

Top 5 Issue Natures



Teams with the highest number of complaints



## Annual Customer Feedback 1/2

Annual Resources Summary 1 April 2019 – 31 March 2020

### Formal Stage 1 Complaints Received

36

*This represents a  
decrease of*



8%

### Stage 1 complaints comparison with 2018/19

2019/20 36

2018/19 39

### Average complaint response time

23

Days

2019/20

### Compliments Received

72

*This represents an  
increase of*



71%

### Compliments comparison with 2018/19

2019/20 72

2018/19 42

19

Days

2018/19

## Annual Customer Feedback 2/2

Annual Resources Summary 1 April 2018 – 31 March 2019

### Complaints where the Council is at fault or partially at fault

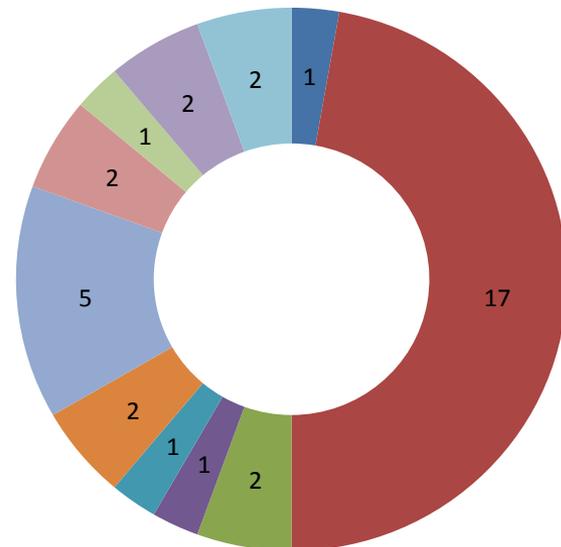


15% withdrawn or no comment made

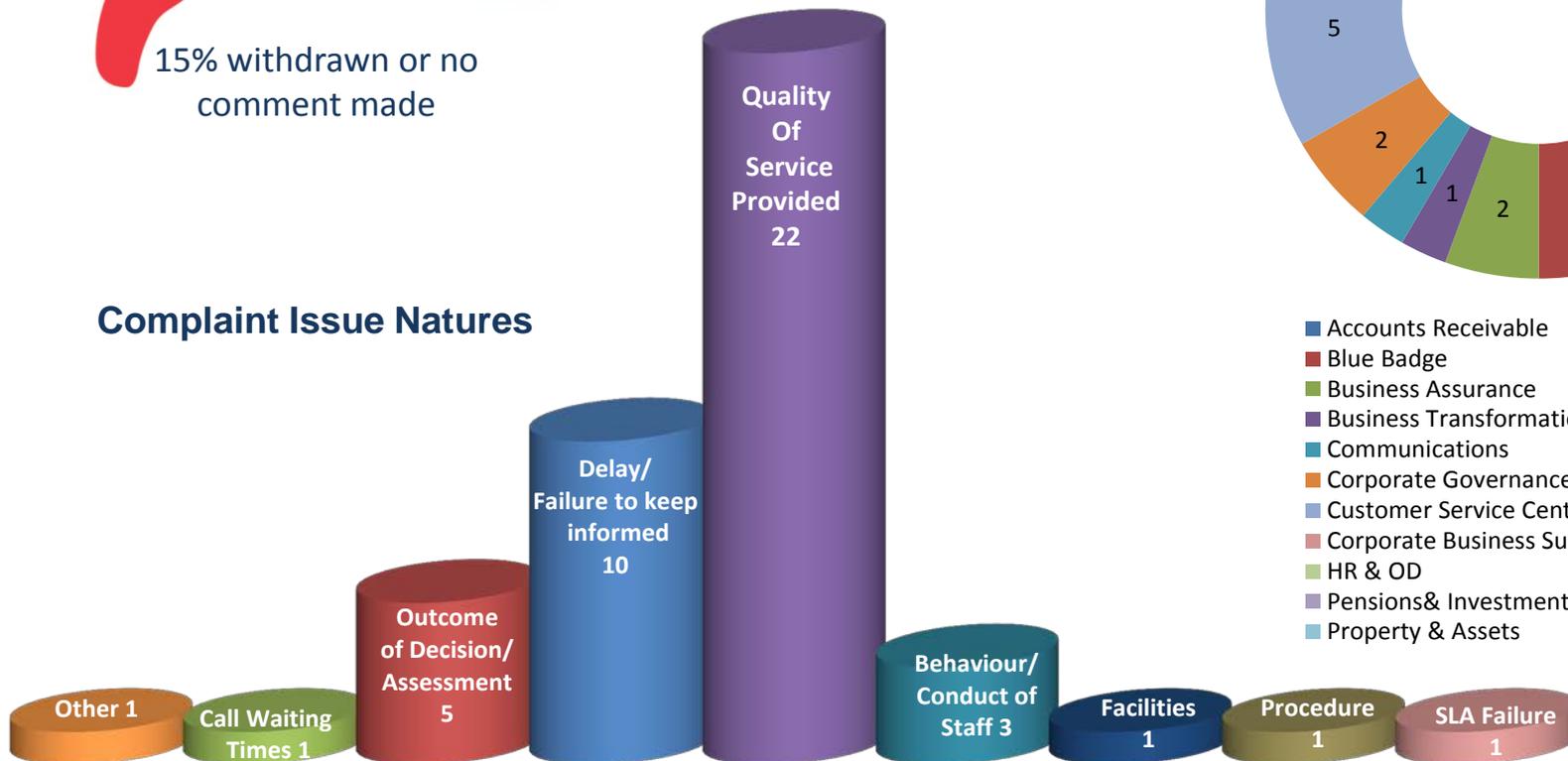
### Complaints where the Council is not at fault



### Breakdown by Service



### Complaint Issue Natures



- Accounts Receivable
- Blue Badge
- Business Assurance
- Business Transformation
- Communications
- Corporate Governance & Complaints
- Customer Service Centre
- Corporate Business Support
- HR & OD
- Pensions & Investments
- Property & Assets

## Annual Customer Feedback 1/2

Annual TEE Summary 1 April 2019 – 31 March 2020

### Formal Stage 1 Complaints Received

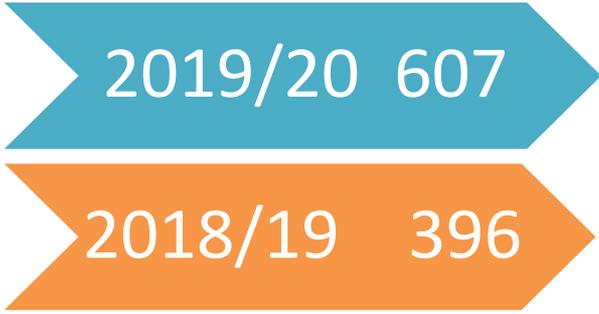


*This represents  
an increase of*

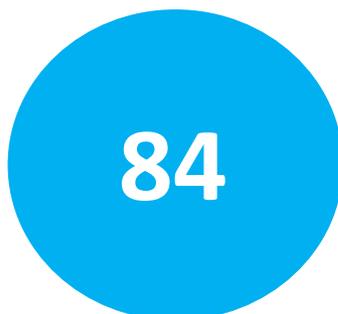


**53%**

### Stage 1 complaints comparison with 2018/19



### Compliments Received

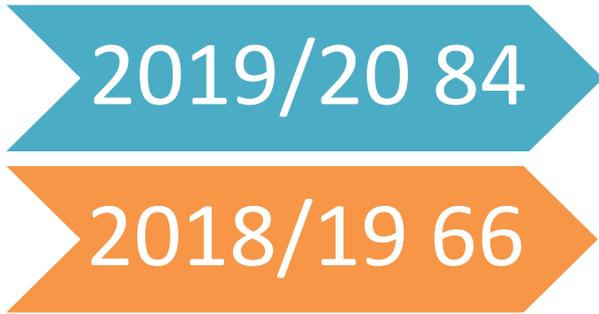


*This represents  
an increase of*



**27%**

### Compliments comparison with 2018/19



### Average complaint response time



2019/20



2018/19

# Transport, Economy & Environment (TEE)

## Annual Customer Feedback 2/2

Annual TEE Summary 1 April 2019 – 31 March 2020

**Complaints where the Council is at fault or partially at fault**

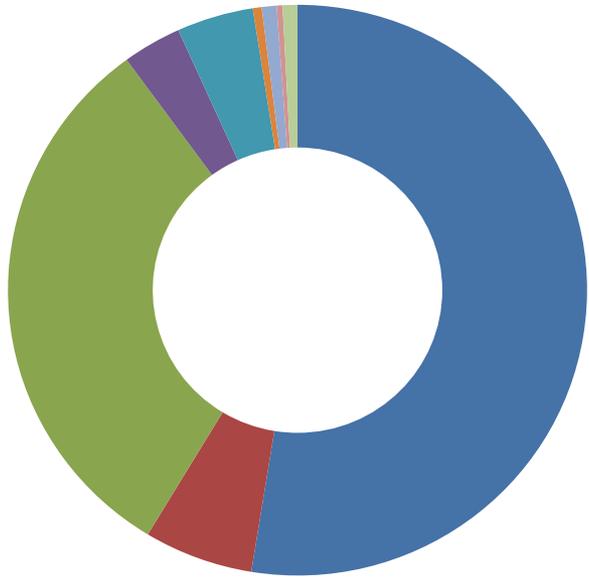


**Complaints where the Council is not at fault**



9% withdrawn, out of jurisdiction, no comment made or escalated to stage 2

**Teams with the highest number of complaints**



- TfB - 319
- Household Recycling Centres/Env Services - 37
- Integrated Transport - 190
- Country Parks/Rights of Way - 20
- Development Management - 26
- Growth & Strategy - 3
- Planning & Environment - 5
- Transport Strategy - 2
- Regeneration & Infrastructure - 5

**Top 6 Issue Natures**



**Proportion of Complaints for Transport for Buckinghamshire**

2016/17	46%
2017/18	73%
2018/19	76%
2019/20	53%