

2018-19 Quarter 1 (April –June) complaints

Please note that complaints are considered under the Council’s two stage [Complaints Handling Procedure](#) (the CHP).

If you have any questions about these statistics, please contact the Council’s Corporate Complaints Team at customercomplaints@pkc.gov.uk or on 01738 477955.

Complaints received	
Total number of complaints received in the period (this is the sum of the number of complaints received at Stage 1 of the CHP or considered only at Stage 2)	588
Population (mid-year estimate)	151,000
Total number of complaints received per 1,000 population	3.9
Complaints closed	
Total number of complaints closed in the period	569
Population (mid-year estimate)	151,000
Total number of complaints closed per 1,000 population	3.8
Number of complaints closed at Stage 1	530
Number of complaints closed at Stage 1 as % of all complaints closed	93.1%
Number of complaints closed at Stage 2	39
Number of complaints closed at Stage 2 as % of all complaints closed	6.9%
Complaints upheld, partially upheld and not upheld – Stage 1	
Number of complaints upheld at Stage 1	152
Number of complaints closed at Stage 1	530
Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1	28.7%
Number of complaints not upheld at Stage 1	263
Number of complaints closed at Stage 1	530
Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1	49.6%
Number of complaints partially upheld at Stage 1	115
Number of complaints closed at Stage 1	530
Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1	21.7%

Complaints upheld, partially upheld and not upheld – Stage 2	
Number of complaints upheld at Stage 2	6
Number of complaints closed at Stage 2	39
Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2	15%
Number of complaints not upheld at Stage 2	15
Number of complaints closed at Stage 2	39
Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2	39%
Number of complaints partially upheld at Stage 2	18
Number of complaints closed at Stage 2	39
Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2	46%
Average time in working days for full response to complaints at each stage	
Sum of total number of working days for all complaints closed at Stage 1	1975
Number of complaints closed at Stage 1	530
Average time in working days for a full response to complaints closed at Stage 1	3.7
Sum of total number of working days for all complaints closed at Stage 2	716
Number of complaints closed at Stage 2	39
Average time in working days for a full response to complaints closed at Stage 2	18.35
Number and percentage of complaints at each stage closed within set timescales of 5 days (Stage 1) or 20 days (Stage 2)	
Number of complaints closed at Stage 1 within 5 working days	406
Number of complaints closed at Stage 1	530
Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints	76.6%
Number of complaints closed at Stage 1 where an extension to 5 working day timescale has been authorised as a % of total number of Stage 1 complaints	23.4%
Number of complaints closed at Stage 2 within 20 working days	30
Number of complaints closed at Stage 2	39
Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints	77%
Number of complaints closed at Stage 2 where an extension to 20 working day timescale has been authorised as a % of total number of Stage 2 complaints	23%