

2018-19 Quarter 4 (January-March) 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)	466
Population (mid-year estimate)	151,100
Total number of complaints received per 1,000 population	3.1
Complaints closed	
Total number of complaints closed in the period	444
Population (mid-year estimate)	151,100
Total number of complaints closed per 1,000 population	2.9
Number of complaints closed at Stage 1	408
Number of complaints closed at Stage 1 as % of all complaints closed	91.9%
Number of complaints closed at Stage 2	36
Number of complaints closed at Stage 2 as % of all complaints closed	8.1%
Complaints upheld, partially upheld and not upheld – Stage 1	
Number of complaints upheld at Stage 1	112
Number of complaints closed at Stage 1	408
Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1	27.5%
Number of complaints not upheld at Stage 1	214
Number of complaints closed at Stage 1	408
Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1	52.5%
Number of complaints partially upheld at Stage 1	82
Number of complaints closed at Stage 1	408
Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1	20%

Complaints upheld, partially upheld and not upheld – Stage 2	
Number of complaints upheld at Stage 2	12
Number of complaints closed at Stage 2	36
Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2	33%
Number of complaints not upheld at Stage 2	18
Number of complaints closed at Stage 2	36
Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2	50%
Number of complaints partially upheld at Stage 2	6
Number of complaints closed at Stage 2	36
Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2	17%
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	2197
Number of complaints closed at Stage 1	408
Average time in working days for a full response to complaints closed at Stage 1	5.4
Sum of total number of working days for all complaints closed at Stage 2	712
Number of complaints closed at Stage 2	36
Average time in working days for a full response to complaints closed at Stage 2	19.7
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	294
Number of complaints closed at Stage 1	408
Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints	72.1%
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	27.9%
Number of complaints closed at Stage 2 within 20 working days	23
Number of complaints closed at Stage 2	36
Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints	64%
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	36%