

2019-20 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). It does not include complaints escalated from Stage 1 to Stage 2 of the CHP.	451
Population (mid-year estimate)	151,290
Number of complaints received per 1,000 population	2.98
Complaints closed	
Total number of complaints closed in the period	468
Population (mid-year estimate)	151,290
Total number of complaints closed per 1,000 population	3.0
Number of complaints closed at Stage 1	434
Number of complaints closed at Stage 1 as % of all complaints closed	93%
Number of complaints closed at Stage 2	34
Number of complaints closed at Stage 2 as % of all complaints closed	7%
Complaints upheld, partially upheld and not upheld – Stage 1	
Number of complaints upheld at Stage 1	111
Number of complaints closed at Stage 1	434
Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1	26%
Number of complaints not upheld at Stage 1	221
Number of complaints closed at Stage 1	434
Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1	51%
Number of complaints partially upheld at Stage 1	102
Number of complaints closed at Stage 1	434
Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1	23%

Complaints upheld, partially upheld and not upheld – Stage 2	
Number of complaints upheld at Stage 2	7
Number of complaints closed at Stage 2	34
Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2	21%
Number of complaints not upheld at Stage 2	16
Number of complaints closed at Stage 2	34
Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2	47%
Number of complaints partially upheld at Stage 2	11
Number of complaints closed at Stage 2	34
Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2	32%
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	2250
Number of complaints closed at Stage 1	434
Average time in working days for a full response to complaints closed at Stage 1	5.2
Sum of total number of working days for all complaints closed at Stage 2	599
Number of complaints closed at Stage 2	34
Average time in working days for a full response to complaints closed at Stage 2	17.6
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	327
Number of complaints closed at Stage 1	434
Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints	75%
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	25%
Number of complaints closed at Stage 2 within 20 working days	24
Number of complaints closed at Stage 2	34
Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints	71%
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	29%