

2020- 21 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 477933.

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)	149
Population (mid-year estimate)	151,100
Total number of complaints received per 1,000 population	0.99
Complaints closed	
Total number of complaints closed in the period	149
Population (mid-year estimate)	151100
Total number of complaints closed per 1,000 population	0.97
Number of complaints closed at Stage 1	140
Number of complaints closed at Stage 1 as % of all complaints closed	94%
Number of complaints closed at Stage 2	9
Number of complaints closed at Stage 2 as % of all complaints closed	6%
Complaints upheld, partially upheld and not upheld – Stage 1	
Number of complaints upheld at Stage 1	41
Number of complaints closed at Stage 1	140
Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1	29%
Number of complaints not upheld at Stage 1	66
Number of complaints closed at Stage 1	140
Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1	47%
Number of complaints partially upheld at Stage 1	33
Number of complaints closed at Stage 1	140
Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1	24%

Complaints upheld, partially upheld and not upheld – Stage 2	
Number of complaints upheld at Stage 2	3
Number of complaints closed at Stage 2	9
Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2	33.33%
Number of complaints not upheld at Stage 2	3
Number of complaints closed at Stage 2	9
Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2	33.33%
Number of complaints partially upheld at Stage 2	3
Number of complaints closed at Stage 2	9
Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2	33.33%
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	1423
Number of complaints closed at Stage 1	140
Average time in working days for a full response to complaints closed at Stage 1	10*
*During this quarter, Council resources were directed towards dealing with Covid 19	
Sum of total number of working days for all complaints closed at Stage 2	221
Number of complaints closed at Stage 2	9
Average time in working days for a full response to complaints closed at Stage 2	24.5*
*During this quarter, Council resources were directed towards dealing with Covid 19	
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	87
Number of complaints closed at Stage 1	140
Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints	62%
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	53*
*During this quarter, Council resources were directed towards dealing with Covid 19	
Number of complaints closed at Stage 2 within 20 working days	3
Number of complaints closed at Stage 2	9
Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints	33.33%
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	6*
*During this quarter, Council resources were directed towards dealing with Covid 19	

