

2023- 24 Quarter 2 (May-September 2023) 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

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)	426
Population (mid-year estimate)	153,810
Total number of complaints received per 1,000 population	2.8
Complaints closed	
Total number of complaints closed in the period	392
Population (mid-year estimate)	153,810
Total number of complaints closed per 1,000 population	2.5
Number of complaints closed at Stage 1	361
Number of complaints closed at Stage 1 as % of all complaints closed	92.1%
Number of complaints closed at Stage 2	31
Number of complaints closed at Stage 2 as % of all complaints closed	7.9%
Complaints upheld, partially upheld and not upheld – Stage 1	
Number of complaints upheld at Stage 1	63
Number of complaints closed at Stage 1	361
Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1	17.5%
Number of complaints not upheld at Stage 1	122
Number of complaints closed at Stage 1	361
Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1	33.8%
Number of complaints partially upheld at Stage 1	6
Number of complaints closed at Stage 1	361
Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1	1.7%
Number of Complaints Resolved at Stage 1	170
Number of Complaints Resolved at Stage 1 as % of all complaints closed in full at Stage 1	47.1%

Complaints upheld, partially upheld and not upheld – Stage 2	
Number of complaints upheld at Stage 2	4
Number of complaints closed at Stage 2	31
Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2	12.9%
Number of complaints not upheld at Stage 2	11
Number of complaints closed at Stage 2	31
Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2	35.5%
Number of complaints partially upheld at Stage 2	16
Number of complaints closed at Stage 2	31
Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2	51.5%
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	1,604
Number of complaints closed at Stage 1	361
Average time in working days for a full response to complaints closed at Stage 1	4.4
Sum of total number of working days for all complaints closed at Stage 2	636
Number of complaints closed at Stage 2	31
Average time in working days for a full response to complaints closed at Stage 2	20.5%
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	243
Number of complaints closed at Stage 1	361
Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints	67.3%
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	32.7%
Number of complaints closed at Stage 2 within 20 working days	22
Number of complaints closed at Stage 2	31
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%