

2023- 2024 Quarter 3 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) | 505 |
| Population (mid-year estimate) | 153810 |
| Total number of complaints received per 1,000 population | 3.3 |
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| Complaints closed | |
| Total number of complaints closed in the period | 438 |
| Population (mid-year estimate) | 153810 |
| Total number of complaints closed per 1,000 population | 2.8 |
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| Number of complaints closed at Stage 1 | 392 |
| Number of complaints closed at Stage 1 as % of all complaints closed | 89.5% |
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| Number of complaints closed at Stage 2 (including escalated complaints) | 46 |
| Number of complaints closed at Stage 2 as % of all complaints closed | 10.5% |
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| Complaints upheld, partially upheld and not upheld – Stage 1 | |
| Number of complaints upheld at Stage 1 | 81 |
| Number of complaints closed at Stage 1 | 392 |
| Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1 | 20.7% |
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| Number of complaints not upheld at Stage 1 | 137 |
| Number of complaints closed at Stage 1 | 392 |
| Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1 | 34.9% |
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| Number of complaints partially upheld at Stage 1 | 13 |
| Number of complaints closed at Stage 1 | 392 |
| Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1 | 3.34% |
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| Number of complaints resolved at Stage 1 | 161 |
| Number of complaints closed at Stage 1 | 392 |
| Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1 | 41.1% |

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| Complaints upheld, partially upheld and not upheld – Stage 2 | |
| Number of complaints upheld at Stage 2 (including escalated complaints) | 4 |
| Number of complaints closed at Stage 2 (including escalated complaints) | 46 |
| Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2 | 8.7% |
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| Number of complaints not upheld at Stage 2 (including escalated complaints) | 19 |
| Number of complaints closed at Stage 2 (including escalated complaints) | 46 |
| Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2 | 41.3% |
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| Number of complaints partially upheld at Stage 2 (including escalated complaints) | 23 |
| Number of complaints closed at Stage 2 (including escalated complaints) | 46 |
| Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2 | 50% |
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| Number of complaints resolved at Stage 2 | 0 |
| Number of complaints closed at Stage 2 | 0 |
| Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage 1 | 0 |
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| 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 | 2359 |
| Number of complaints closed at Stage 1 | 392 |
| Average time in working days for a full response to complaints closed at Stage 1 | 6.0 Days |
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| Sum of total number of working days for all complaints closed at Stage 2 (including escalated complaints) | 1118 |
| Number of complaints closed at Stage 2(including escalated complaints) | 46 |
| Average time in working days for a full response to complaints closed at Stage 2 | 24.3 Days |
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| 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 | 251 |
| Number of complaints closed at Stage 1 | 392 |
| Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints | 64% |
| 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 | 36% |
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| Number of complaints closed at Stage 2 within 20 working days (including escalated complaints) | 21 |
| Number of complaints closed at Stage 2 (including escalated complaints) | 46 |
| Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints (including escalated complaints) | 44% |
| 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 | 56% |