

2023- 2024 Quarter 4 Complaints Data

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

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| 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) | 476 |
| Population (mid-year estimate) | 153810 |
| Total number of complaints received per 1,000 population | 3.1% |
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| Complaints closed | |
| Total number of complaints closed in the period | 499 |
| Population (mid-year estimate) | 153810 |
| Total number of complaints closed per 1,000 population | 3.2% |
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| Number of complaints closed at Stage 1 | 430 |
| Number of complaints closed at Stage 1 as % of all complaints closed | 86.2% |
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| Number of complaints closed at Stage 2 (including escalated complaints) | 69 |
| Number of complaints closed at Stage 2 as % of all complaints closed | 13.8% |
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| Complaints upheld, partially upheld , and resolved not upheld – Stage 1 | |
| Number of complaints upheld at Stage 1 | 84 |
| Number of complaints closed at Stage 1 | 430 |
| Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1 | 19.5% |
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| Number of complaints not upheld at Stage 1 | 147 |
| Number of complaints closed at Stage 1 | 430 |
| Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1 | 34.2% |
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| Number of complaints partially upheld at Stage 1 | 14 |
| Number of complaints closed at Stage 1 | 430 |
| Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1 | 3.3% |
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| Number of Complaints Resolved at Stage 1 | 185 |
| Number of complaints closed at Stage 1 | 430 |
| Number of Complaints Resolved at Stage 1 as % of all complaints closed in full at Stage 1 | 43% |

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| Complaints upheld, partially upheld , not upheld and resolved – Stage 2 | |
| Number of complaints upheld at Stage 2 (including escalated complaints) | 8 |
| Number of complaints closed at Stage 2 (including escalated complaints) | 69 |
| Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2 | 11.6 |
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| Number of complaints not upheld at Stage 2 (including escalated complaints) | 27 |
| Number of complaints closed at Stage 2 (including escalated complaints) | 69 |
| Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2 | 39.1% |
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| Number of complaints partially upheld at Stage 2 (including escalated complaints) | 33 |
| Number of complaints closed at Stage 2 (including escalated complaints) | 69 |
| Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2 | 47.8% |
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| Number of Complaints Resolved at Stage 2 | 1 |
| Number of complaints closed at Stage 2 (including escalated complaints) | 69 |
| Number of Complaints Resolved at Stage 2 as % of all complaints closed in full at Stage 1 | 1.5% |
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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 | 3236 |
| Number of complaints closed at Stage 1 | 430 |
| Average time in working days for a full response to complaints closed at Stage 1 | 7.5 days |
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| Sum of total number of working days for all complaints closed at Stage 2 (including escalated complaints) | 1967 |
| Number of complaints closed at Stage 2(including escalated complaints) | 69 |
| Average time in working days for a full response to complaints closed at Stage 2 | 28.5 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 | 290 |
| Number of complaints closed at Stage 1 | 430 |
| Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints | 67.4% |
| 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 | 32.6% |
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| Number of complaints closed at Stage 2 within 20 working days (including escalated complaints) | 22 |
| Number of complaints closed at Stage 2 (including escalated complaints) | 69 |
| Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints (including escalated complaints) | 31.8% |
| 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 | 68.2% |