

Complaints Performance Statistics

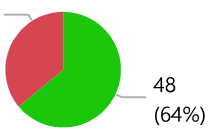
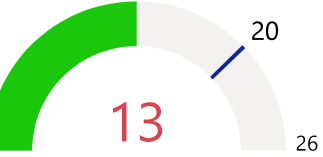
Timeline: Annual 2025/26

Complaints Received

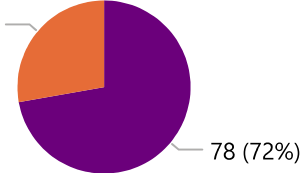
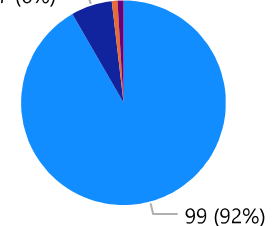
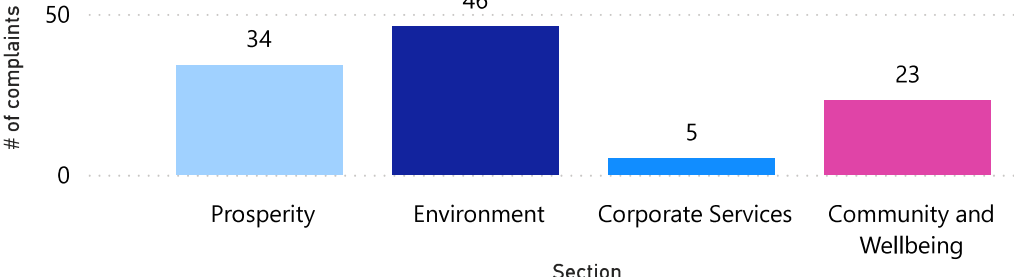
*Updated on 27-5-26

Number of complaint received	Number of Stage 1 closed complaints	Number of Stage 2 closed complaints	Number of live cases
108	75	33	0

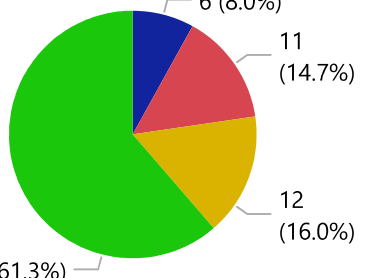
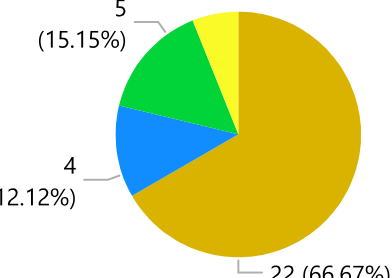
Performance against timescale (Closed complaints)

Average of Stage 1 Workday to Close	Stage 1 Target (5 days) ● Met Target ● Missed Target	Number of extension authorised for stage 1 complaints
		24
Average of Stage 2 Workday to Close	Stage 2 Target (20 days) ● Met Target ● Missed Target	Number of extension authorised for stage 2 complaints
		3

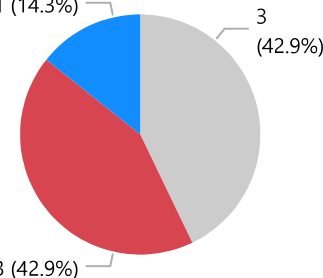
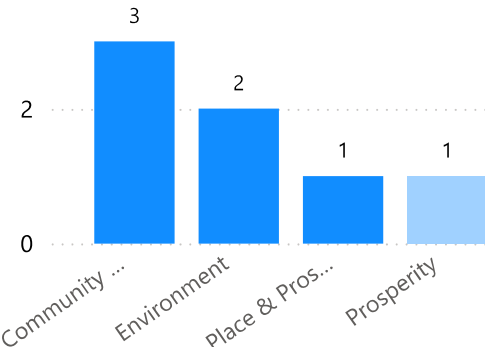
All Complaints- Information and Details

Types of complaint (all complaints) ● Complaint Service ● Complaint Staff	Method Received (all complaints) ● Email ● Telephone ● Face to face ● Letter
	
Complaints by Section (all complaints)	
	

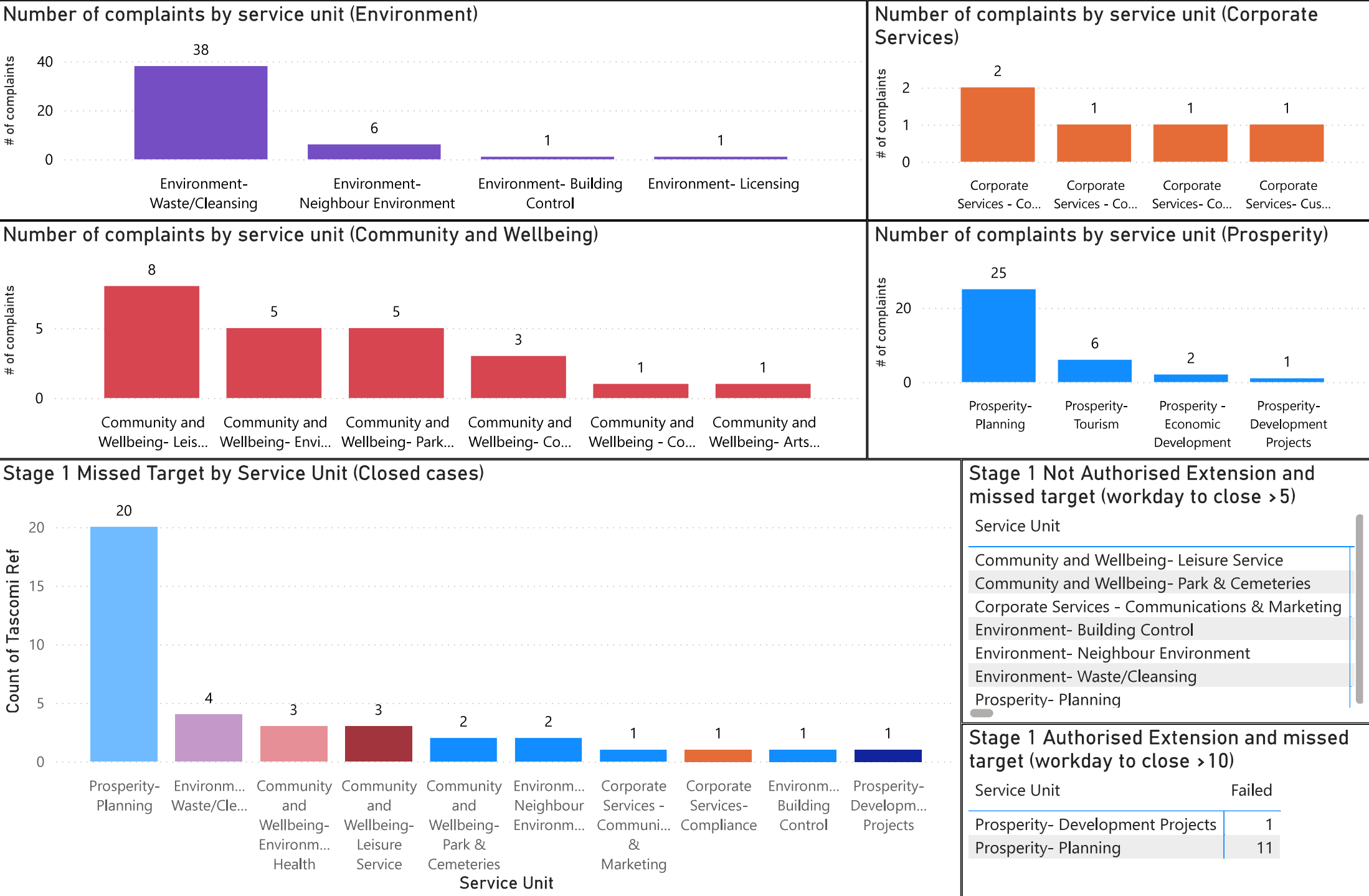
Complaints Outcome (Closed complaints)

Stage 1 Outcome ● Partially Upheld ● Upheld ● Not Upheld ● Resolved	Stage 2 Outcome ● Not Upheld ● Partially Up... ● Resolved ● Upheld
	

NIPSO Complaints

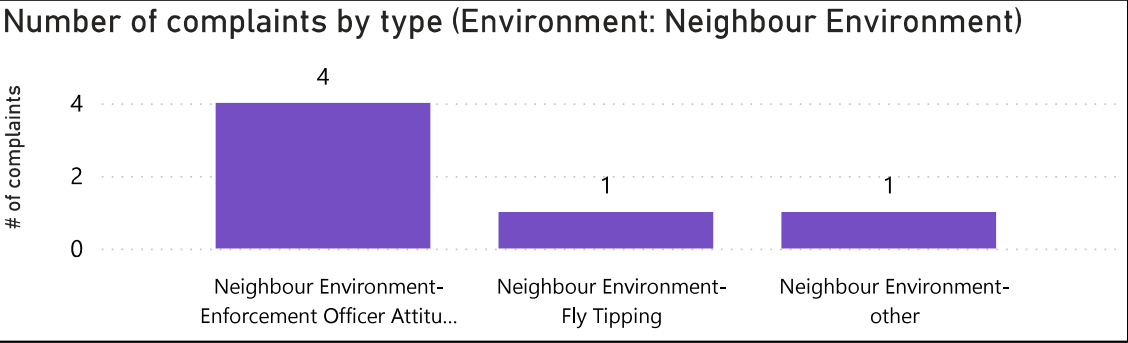
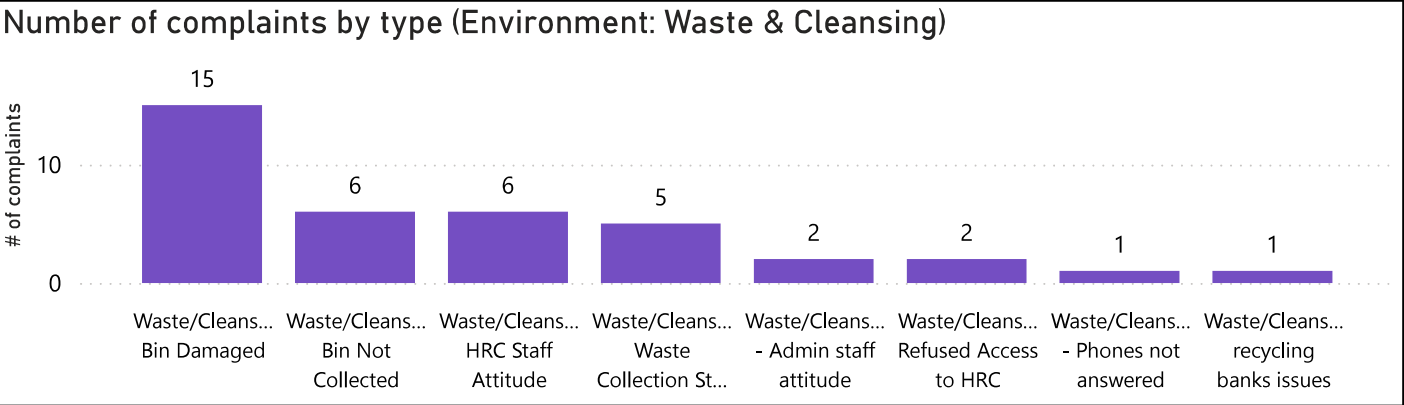
NIPSO Cases by decision ● Live ● Not Upheld ● Closed	NIPSO Cases by department Count of Ref
	

Complaints by Service Units (all complaints)



Complaints Type by Service Units (all complaints)

Section: Environment



Section: Community and Wellbeing

