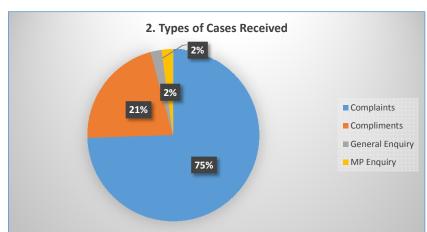
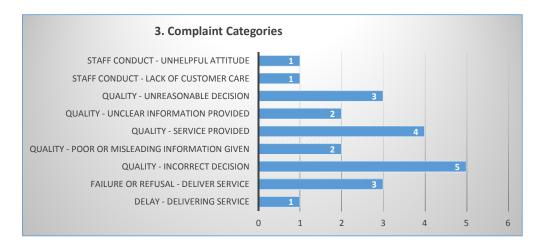
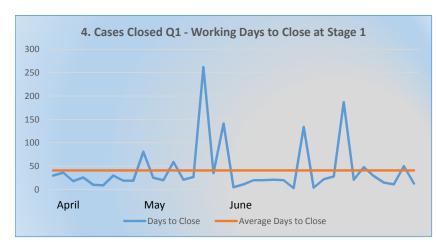
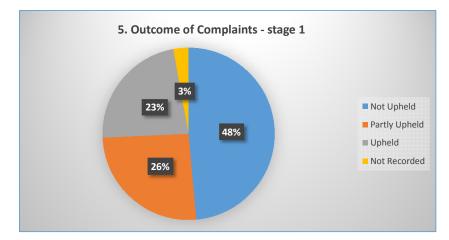
Adult Social Care - Complaints Dashboard Jul-15

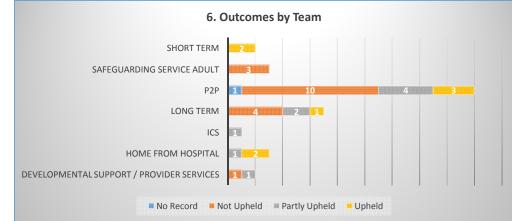




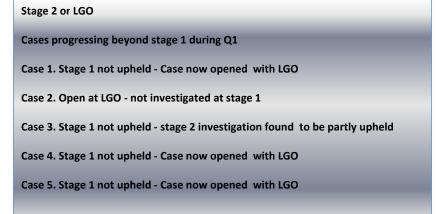












## Notes:

Outcomes: Where the council is found to be at fault the putcome of upheld is recorded. Where a complaint has multiple parts and some of those parts are upheld the outcome of partly upheld is used.

Days taken: this is calculated on the number of working days taken between the date of receipt and recording of the stage 1 close date.

Team Outcomes: teams are shown at the date of the case being received. Changes to the team structures may affect the results.

Quarterly Report - this report will be produced quarterly to monitor progress. An annual report will provide more detailed analysis (May 2016)