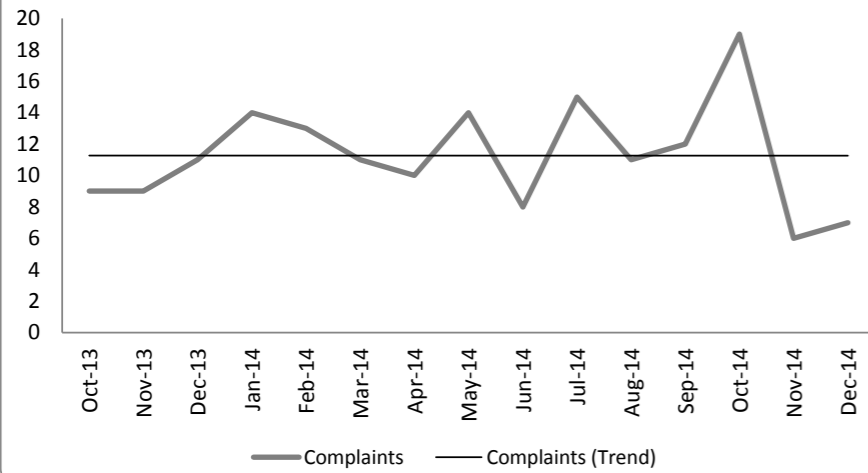
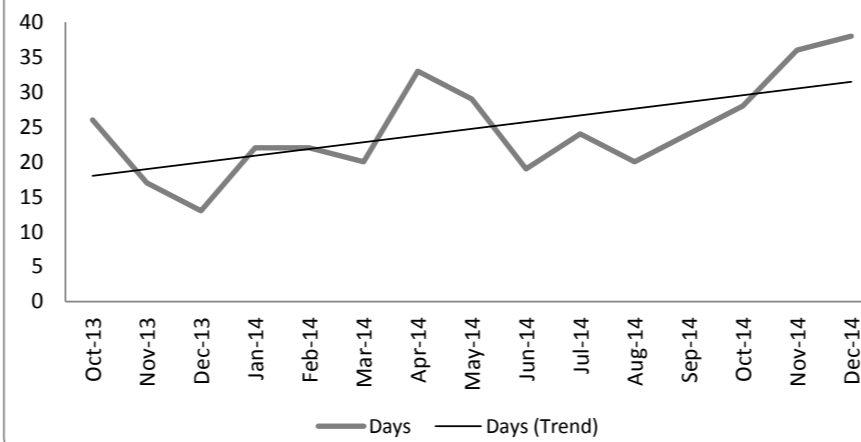


1) Number of Complaints (cases) Received



2) Average days to close Stage 1 complaints - by month closed

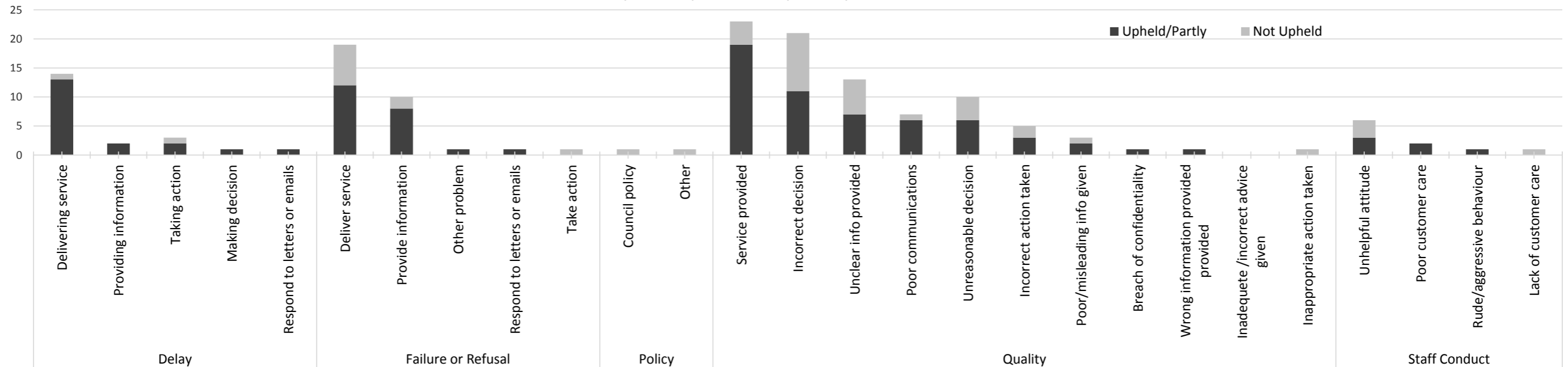


3) Review Stage Information: 4) Stage 2 Information:

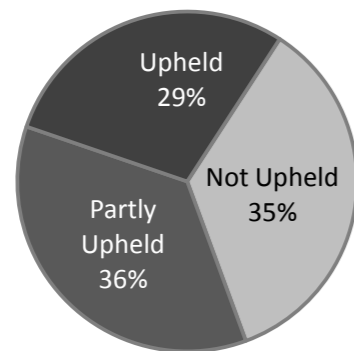
2 cases progressed to review stage.  
1 case open  
1 case closed - stage 1 outcome - partly upheld  
review outcome - partly upheld

12 cases progressed to Local Government Ombudsman  
5 case open  
7 case closed -  
**Outcomes**  
4 At fault  
3 Not at fault

5) Complaints Upheld/Not Upheld by Reason



6) All Closed Complaints by Outcome



Comments:  
During the period, the Council also received:  
74 Compliments  
27 Comments  
14 MP Enquiries  
regarding Adult Social Care.