

Communities Feedback Data

Financial Years 2021/22, 2022/23 and 2023/24

Figure 1: Warwickshire County Council Total Feedback Cases

WCC Feedback	2021/2022	2022/2023	2023/2024
Complaints	1949	1809	1520
Compliments	682	461	454
Comments	389	333	218

Figure 2: Cases by Service

Communities

	2021/2022	2022/2023	2023/2024
Complaints	634	528	565
Compliments	121	78	45
Comments	106	67	64

Figure 4: Complaints data trends by month

Communities

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2021/2022	41	64	61	63	69	53	55	52	21	47	47	61	634
	6%	10%	10%	10%	11%	8%	9%	8%	3%	7%	7%	10%	100%
2022/2023	36	55	31	48	60	24	36	47	42	56	42	51	528
	7%	10%	6%	9%	11%	5%	7%	9%	8%	11%	8%	10%	100%
2023/2024	48	63	60	70	78	72	32	19	19	39	35	30	565
	8%	11%	11%	12%	14%	13%	6%	3%	3%	7%	6%	5%	100%

Figure 5: Complaint categories by subject

	2021/2022	%	2022/2023	%	2023/2024	%
Protection of user	5	1%	8	2%	1	0%
Communication	327	52%	119	23%	127	23%
Staff conduct	33	5%	24	5%	23	4%
WCC Service standards	20	3%	52	10%	37	7%
Financial Issues	34	5%	56	11%	22	4%
Physical environment issues	206	32%	224	42%	99	18%
Discrimination	2	0%	4	1%	4	0%
Policy	2	0%	16	3%	7	1%
Commissioned Service Provision	1	0%	8	2%	7	1%
Outside Complaints process	4	1%	17	3%	238	42%
Total	634	100%	528	100%	565	100%

Figure 6: Complaints per Team

Communities - teams with highest number of complaints

2021/2022			2022/2023		
Waste Management	102	16%	Civil Enforcement	106	20%
Civil Enforcement	100	16%	Waste Management	53	10%
County Highways North	53	8%	County Highways South	50	10%

2023/2024 (Contact Us)			2023/2024 (Customer Feedback System)		
Civil Enforcement	105	22%	County Highways	33	37%
Parking Permits	45	9%	County Highways - Network Management	13	15%
Waste Management	42	9%	Waste Management	10	12%

Figure 7: Complaints by Remedy

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	2021/2022 *	%	2022/2023 *	%	2023/2024 (Contact Us)*	%	2023/2024 (Customer Feedback System)	%
Explanation Provided	314	58%	260	55%	219	49%	59	76%
Service Provided	214	40%	200	42%	217	49%	13	17%
Apology	73	14%	58	12%	57	13%	15	19%
Change in Process	4	1%	3	1%	0	0%	0	0%
Financial Remedy	1	0%	2	0%	1	0%	0	0%
Change of Policy	1	0%	0	0%	0	0%	0	0%

* Please note more than one remedy can be selected for an individual case

Figure 8: Complaint Outcomes

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Complaint Outcomes*	2021/2022	% of Stage 1 Complaints	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints
Upheld	56	8%	46	10%	34	7%
Partially Upheld	57	8%	38	8%	27	6%
Not Upheld	82	12%	35	8%	46	10%

* Please note excludes questions and withdrawn complaints

Figure 9: Complaints Closed within Timescale

Communities

Timescale	2021/2022	%	2022/2023	%	2023/2024	%
within	610	95%	486	93%	472	86%
exceeding	34	5%	37	7%	75	14%

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