

# Communities Feedback Data

## Financial Years 2022/23, 2023/24 and 2024/25

**Figure 1: Warwickshire County Council Total Feedback Cases**

WCC Feedback	2022/2023	2023/2024	2024/2025
Complaints	1809	1520	869
Compliments	461	454	650
Comments	333	218	628
<b>Total</b>	<b>2603</b>	<b>2192</b>	<b>2147</b>

**Figure 3: Cases by Service**

### Communities

	2022/2023	2023/2024	2024/2025
Complaints	528	565	257
Compliments	78	45	179
Comments	67	64	259
<b>Total</b>	<b>673</b>	<b>674</b>	<b>695</b>

**Figure 4: Complaints data trends by month**

### Communities

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>2022/2023</b>	36	55	31	48	60	24	36	47	42	56	42	51	<b>528</b>
	7%	10%	6%	9%	11%	5%	7%	9%	8%	11%	8%	10%	<b>100%</b>
<b>2023/2024</b>	48	63	60	70	78	72	32	19	19	39	35	30	<b>565</b>
	8%	11%	11%	12%	14%	13%	6%	3%	3%	7%	6%	5%	<b>100%</b>
<b>2024/2025</b>	22	28	16	16	23	39	40	17	11	17	12	16	<b>257</b>
	9%	11%	6%	6%	9%	15%	16%	7%	4%	7%	5%	6%	<b>100%</b>

**Figure 5: Cases raised by origin**

### Communities

	2024/2025
Website	41%
Email	27%
Phone	31%
Post	1%

**Figure 6: WCC Complaints data by stage 2 and 3**

Complaint Stage	2022/2023	2023/2024	2024/2025
Stage 2	45	48	65
Stage 3	10	8	10

**Figure 7: Complaint categories by subject**

	2022/2023	%	2023/2024	%	2024/2025	%
Protection of user	8	2%	1	0%	1	0%
Communication	119	23%	127	23%	62	24%
Staff conduct	24	5%	23	4%	18	7%
WCC Service standards	52	10%	37	7%	68	26%
Financial Issues	56	11%	22	4%	7	3%
Physical environment issues	224	42%	99	18%	39	15%
Discrimination	4	1%	4	0%	2	1%
Policy	16	3%	7	1%	7	3%
Commissioned Service Provision	8	2%	7	1%	44	17%
Outside Complaints process	17	3%	238	42%	9	4%
<b>Total</b>	<b>528</b>	<b>100%</b>	<b>565</b>	<b>100%</b>	<b>257</b>	<b>100%</b>

**Figure 8: Complaints per Team**

**Communities - teams with highest number of complaints**

2022/2023		%
Civil Enforcement	106	20%
Waste Management	53	10%
County Highways South	50	10%

2023/2024 ("Contact Us" Feedback System)		%	2023/2024 (New 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%

2024/2025		%
County Highways	58	23%
Delivery – Home to School, Social Care Transport	57	22%
County Highways – Network Management	44	17%

**Figure 9: Complaints by Remedy**

**Communities**

	2022/ 2023*	%	2023/2024 ("Contact Us" Feedback System)*	%	2023/2024 (New Customer Feedback System)*	%	2024/ 2025	%
<b>Explanation Provided</b>	260	55%	219	49%	59	76%	138	60%
<b>Service Provided</b>	200	42%	217	49%	13	17%	32	14%
<b>Apology</b>	58	12%	57	13%	15	19%	37	16%
<b>Change in Process</b>	3	1%	0	0%	0	0%	5	2%
<b>Financial Remedy</b>	2	0%	1	0%	0	0%	1	0%
<b>Change of Policy</b>	0	0%	0	0%	0	0%	0	0%

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

**Figure 10: Complaint Outcomes**

**Communities**

Complaint Outcomes*	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints	2024/2025	%
<b>Upheld</b>	46	10%	34	7%	47	20%
<b>Partially Upheld</b>	38	8%	27	6%	45	19%
<b>Not Upheld</b>	35	8%	46	10%	99	43%

\* Please note excludes questions and withdrawn complaints

**Figure 11: Complaints Closed within Timescale**

**Communities**

Timescale	2022/2023	%	2023/2024	%	2024/2025	%
<b>within</b>	486	93%	472	86%	152	66%
<b>exceeding</b>	37	7%	75	14%	79	34%