

Children & Families and Education Services 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
Total	2603	2192	2147

Figure 3: Cases by Service

Children & Families Service

Children & Families	2022/2023	2023/2024	2024/2025
Complaints	212	183	177
Compliments	18	25	120
Comments	6	2	28
Total	236	210	325

Education Service

Education	2022/2023	2023/2024	2024/2025
Complaints	133	105	119
Compliments	2	1	8
Comments	3	7	23
Total	138	113	150

Figure 4: Complaints data trends by month

Children & Families Service

Children & Families	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2022/2023	14	22	25	15	11	16	13	20	14	27	15	20	212
	7%	10%	12%	7%	5%	8%	6%	9%	7%	13%	7%	9%	100%
2023/2024	17	22	15	18	17	12	16	4	3	24	21	14	183
	9%	12%	8%	10%	9%	7%	9%	2%	2%	13%	11%	8%	100%
2024/2025	14	12	18	24	14	15	11	12	9	20	16	12	177
	8%	7%	10%	14%	8%	8%	6%	7%	5%	11%	9%	7%	100%

Education Service

Education Service	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2022/2023	8	3	13	11	15	28	13	5	10	9	6	12	133
	6%	2%	10%	8%	11%	21%	10%	4%	8%	7%	5%	9%	100%
2023/2024	10	11	10	11	6	12	7	6	3	11	13	5	105
	10%	10%	10%	10%	6%	11%	7%	6%	3%	10%	12%	5%	100%
2024/2025	8	19	7	8	3	18	6	7	7	8	9	19	119
	7%	16%	6%	7%	3%	15%	5%	6%	6%	7%	8%	16%	100%

Figure 5: Cases raised by origin

Children & Families Service	2024/2025
Website	32%
Email	64%
Phone	1%
Post	2%

Education Service	2024/2025
Website	29%
Email	69%
Phone	2%
Post	0%

Figure 7: 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	14

Figure 8: Complaint categories by subject

Children & Families Service	2022/2023	%	2023/2024	%	2024/2025	%
Protection of user	83	39%	44	24%	49	28%
Communication	70	33%	41	22%	24	14%
Staff conduct	28	13%	41	22%	50	28%
WCC Service standards	17	8%	43	23%	44	25%
Financial Issues	10	5%	9	5%	6	3%
Physical environment issues	3	1%	0	0%	0	0%
Discrimination	1	1%	1	1%	1	0%
Policy	0	0%	2	1%	0	0%
Commissioned Service Provision	0	0%	1	1%	0	0%
Outside Complaints process	0	0%	0	0%	3	2%
Not Categorised	0	0%	1	1%		
Total	212	100%	183	100%	177	100%

Education Service	2022/2023	%	2023/2024	%	2024/2025	%
Communication	68	51%	40	38%	9	7.6%
WCC Service standards	26	20%	39	37%	82	69%
Protection of user	22	16.5%	14	13%	17	14.3%
Staff conduct	4	3%	1	1%	3	2.5%
Discrimination	3	2%	0	0%	1	0.8%
Policy	3	2%	2	2%	1	0.8%
Commissioned Service Provision	2	1.5%	2	2%	0	0%
Financial Issues	2	1.5%	2	2%	3	2.5%
Physical environment issues	2	1.5%	0	0%	0	0%
Outside Complaints process	1	1%	4	4%	3	2.5%
Not Categorised			1	1%		
Total	133	100%	105	100%	119	100%

Complaints per Team

Figure 9: Children & Families Service - teams with highest number of complaints

2022/2023		%
Childrens Initial Response	56	26%
Bedworth and North Warwickshire Children's Team	23	11%
Children in Care 14-18	18	9%
Nuneaton Children's Team	18	9%
Warwick Children's Team	18	9%

2023/2024 ("Contact Us" Feedback System)			%	2023/2024 (New Customer Feedback System)			%
Childrens Initial Response	31		25%	Children with Disabilities Team	9		16%
Childrens with Disabilities	19		15%	Warwick Childrens Team	7		12%
Nuneaton Childrens Team	14		11%	Initial Response South	5		9%
				Bedworth & North Warwickshire Children's Team	5		9%
				Rugby Childrens Safeguarding and Support Team	5		9%

2024/2025		%
Initial Response South	23	13%
Children with Disabilities Team	18	10%
Nuneaton Children's Team	18	10%

Figure 10: Education Service - teams with highest number of complaints

2022/2023		%
School Admissions	68	51%
SENDAR	47	41%
School Transport	7	5%

2023/2024 ("Contact Us" Feedback System)			%	2023/2024 (New Customer Feedback System)			%
SENDAR	47		61%	SEND and Inclusion	27		96%
School Admissions	23		30%	Children Missing Education	1		4%
Education Services	3		4%				

2024/2025		%
SEND and Inclusion	110	92%
Admissions	5	4%
Adult and Community Learning	2	2%

Complaints by Remedy

Figure 11: Children & Families Service

	2022/ 2023*	%	2023/2024 ("Contact Us" Feedback System)*	%	2023/2024 (New Customer Feedback System)*	%	2024/ 2025*	%
Explanation Provided	140	80%	134	62%	38	78%	115	83%
Service Provided	72	13%	19	9%	0	0%	5	4%
Apology	22	41%	59	27%	8	14%	12	9%
Change in Process	6	3%	2	1%	2	4%	1	1%
Financial Remedy	5	1%	1	0%	2	2%	2	1%
Change of Policy	0	0%	0	0%	0	0%	0	0%
Not Categorised					3	4%	4	3%

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

Education Service

	2022/ 2023*	%	2023/2024 ("Contact Us" Feedback System)*	%	2023/2024 (New Customer Feedback System)*	%	2024/ 2025*	%
Explanation Provided	56	46%	58	50%	14	50%	83	78%
Service Provided	13	11%	9	8%	8	29%	4	4%
Apology	93	76%	50	43%	5	18%	17	16%
Change in Process	1	1%	0	0%	0	0%	0	0%
Financial Remedy	1	1%	0	0%	0	0%	3	3%
Change of Policy	0	0%	0	0%	0	0%	0	0%
Not Categorised					1	4%		

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

Complaint Outcomes

Figures 12: Children & Families Service

Complaint Outcomes*	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints	2024/2025	% of All Stage Complaints
Upheld	23	11%	14	10%	9	6%
Partially Upheld	55	26%	52	37%	54	39%
Not Upheld	54	26%	53	37%	51	37%

* Please note excludes questions and withdrawn complaints

Figure 13: Education Service

Complaint Outcomes*	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints	2024/2025	% of All Stage Complaints
Upheld	65	52%	26	29%	45	42%
Partially Upheld	16	13%	8	9%	32	30%
Not Upheld	15	12%	18	20%	24	23%

* Please note excludes questions and withdrawn complaints

Figure 14: Complaints Closed within Timescale

Children & Families Service

Timescale	2022/2023	%	2023/2024	%	2024/2025	%
within	120	57%	91	45%	74	53%
exceeding	92	43%	112	55%	65	47%

Education Service

Timescale	2022/2023	%	2023/2024	%	2024/2025	%
within	84	64%	55	52%	46	43%
exceeding	47	36%	50	48%	60	57%