

## Adult Social Care and Health 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**

#### Adult Social Care

	2022/2023	2023/2024	2024/2025
Complaints	138	122	123
Compliments	174	149	255
Comments	11	14	18
<b>Total</b>	<b>323</b>	<b>285</b>	<b>396</b>

#### Public Health

	2022/2023	2023/2024	2024/2025
Complaints	0	0	0
Compliments	0	0	0
Comments	2	0	1
<b>Total</b>	<b>2</b>	<b>0</b>	<b>1</b>

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

#### Adult Social Care

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals
<b>2022/2023</b>	18	13	8	10	17	8	8	4	7	12	12	21	<b>138</b>
	13%	9%	6%	7%	12%	6%	6%	3%	5%	9%	9%	15%	<b>100%</b>
<b>2023/2024</b>	13	10	14	8	13	10	11	12	7	14	4	6	<b>122</b>
	11%	8%	11%	7%	11%	8%	9%	10%	6%	11%	3%	5%	<b>100%</b>
<b>2024/2025</b>	11	9	5	8	5	14	5	12	13	10	17	14	<b>123</b>
	9%	7%	4%	7%	4%	11%	4%	10%	11%	8%	14%	11%	<b>100%</b>

#### Public Health

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2022/2023</b>	0	0	0	0	0	0	0	0	0	0	0	0
<b>2023/2024</b>	0	0	0	0	0	0	0	0	0	0	0	0
<b>2024/2025</b>	0	0	0	0	0	0	0	0	0	0	0	0

Figure 5: Cases raised by origin

Adult Social Care	2024/2025
Website	28%
Email	56%
Phone	8%
Post	8%

Figure 6: Complaint categories by subject

	2022/2023	%	2023/2024	%	2024/2025	%
Protection of user	42	30.5%	21	17%	11	9%
Communication	29	21%	22	18%	12	10%
Staff conduct	6	4%	9	7%	13	10.5%
WCC Service standards	10	7%	11	9%	32	26%
Financial Issues	34	25%	30	25%	29	23.5%
Physical environment issues	1	1%	0	0%	0	0%
Discrimination	0	0%	0	0%	4	3%
Policy	0	0%	1	1%	0	0%
Commissioned Service Provision	13	9.5%	6	5%	22	18%
Outside Complaints process	3	2%	22	18%	0	0%
Total	138	100%	122	100%	123	100%

Figure 7: Complaints per Team

Adult Social Care - teams with highest number of complaints

2022/2023		%
Adult Strategic Commissioning	35	25%
Adult Older People North East	20	15%
Adult Disabilities Physical	13	9%

2023/2024 ("Contact Us" Feedback System)		%	2023/2024 (New Customer Feedback System)		%
Adult Disabilities Physical	20	20%	Adult Strategic Commissioning	7	35%
Adult Disabilities Learning	16	16%	Adult Stratford Older People Team and QIC Team	3	15%
Adult Older People North East	14	14%			

2024/2025		%
Social Care and Health Commissioning	31	25%
Adult North Older Peoples Team	18	15%
Adult Stratford Older Peoples Team & QIC	14	11%

**Figure 8: Complaints by Remedy**

#### Adult Social Care

	2022/2023 *	%	2023/2024 ("Contact Us" Feedback System)*	%	2023/2024 (New Customer Feedback System*)	%	2024/2025	%
Explanation Provided	86	82%	63	72%	28	90%	64	62%
Service Provided	33	31%	23	25%	0	0%	13	13%
Apology	26	25%	29	34%	1	3%	16	15%
Change in Process	2	2%	1	1%	0	0%	4	4%
Financial Remedy	2	2%	6	6%	2	6%	5	5%
Change of Policy	0	0%	0	0%	0	0%	0	0%

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

**Figure 9: Complaint Outcomes**

#### Adult Social Care

Complaint Outcomes*	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints	2024/2025	% of All Stage Complaints
Upheld	11	10%	14	14%	13	13%
Partially Upheld	18	16%	17	16%	39	38%
Not Upheld	12	11%	27	26%	34	33%

\* Please note excludes questions and withdrawn complaints

**Figure 10: Complaints Closed within Timescale**

#### Adult Social Care

Timescale	2022/2023	%	2023/2024	%	2024/2025	%
within	88	70%	90	83%	61	59%
exceeding	37	30%	19	17%	43	41%