

Resources and Fire & Rescue 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

Resources

	2022/2023	2023/2024	2024/2025
Complaints	207	187	188
Compliments	5	10	83
Comments	15	17	292
Total	227	216	563

Fire & Rescue

	2022/2023	2023/2024	2024/2025
Complaints	3	1	3
Compliments	1	0	4
Comments	1	1	1
Total	5	2	8

Figure 4: Complaints data trends by month

Resources

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2022/2023	19	12	17	23	22	12	16	9	13	21	17	26	207
	9%	6%	8%	11%	11%	6%	8%	4%	6%	10%	8%	13%	100%
2023/2024	10	20	22	13	12	18	10	9	2	44	13	14	187
	5%	11%	12%	7%	6%	10%	5%	5%	1%	24%	7%	7%	100%
2024/2025	23	15	17	16	18	15	14	16	17	11	12	14	188
	12%	8%	9%	9%	10%	8%	7%	9%	9%	6%	6%	7%	100%

Fire & Rescue

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2022/2023	1	0	0	0	0	2	0	0	0	0	0	0	3
	33%	0%	0%	0%	0%	67%	0%	0%	0%	0%	0%	0%	100%
2023/2024	1	0	0	0	0	0	0	0	0	0	0	0	1
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
2024/2025	0	1	0	2	0	0	0	0	0	0	0	0	3
	0%	33%	0%	67%	0%	0%	0%	0%	0%	0%	0%	0%	100%

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	14

Figure 7: Complaint categories by subject

Resources

	2022/2023	%	2023/2024	%	2024/2025	%
Protection of user	44	21%	17	9%	4	2%
Communication	63	30%	41	22%	26	14%
Staff conduct	24	12%	16	9%	26	14%
WCC Service standards	30	14%	68	36%	82	43.5%
Financial Issues	25	12%	19	10%	16	8.5%
Physical environment issues	14	7%	7	4%	15	8%
Discrimination	1	0%	1	1%	3	1.5%
Policy	0	0%	3	2%	1	0.5%
Commissioned Service Provision	5	2%	0	0%	2	1%
Outside Complaints process	1	0%	15	8%	13	7%
Total	207	100%	187	100%	188	100%

Fire & Rescue

	2022/2023	%	2023/2024	%	2024/2025	%
Protection of user	0	0%	0	0%	1	33.3%
Communication	1	33%	0	0%	0	0%
Staff conduct	0	0%	0	0%	0	0%
WCC Service standards	0	0%	0	0%	1	33.3%
Financial Issues	0	0%	0	0%	0	0%
Physical environment issues	0	0%	0	0%	1	33.3%
Discrimination	0	0%	0	0%	0	0%
Policy	0	0%	0	0%	0	0%
Commissioned Service Provision	0	0%	0	0%	0	0%
Outside Complaints process	2	67%	1	100%	0	0%
Total	3	100%	1	100%	3	100%

Figure 8: Complaints per Team

Resources - teams with highest number of complaints

2022/2023		%
Customer Relations Team	146	71%
Warwickshire Local Welfare	22	11%
Libraries and One Stop Shop	7	3%

2023/2024 ("Contact Us" Feedback System)			2023/2024 (New Customer Feedback System)		
		%			%
Customer Relations Team	71	61%	Customer Relations Team	56	61%
Warwickshire Local Welfare	18	16%	BAIC - Charging	9	24%
Libraries and One Stop Shop	10	9%	Web Team	1	3%

2024/2025		%
Warwickshire Local Welfare Scheme	16	9%
BAIC - Charging	6	3%
Blue Badge	3	2%
Libraries	3	2%

Figure 9: Complaints by Remedy

Resources

	2022/2023*	%	2023/2024 ("Contact Us" Feedback System)*	%	2023/2024 (New Customer Feedback System)*	%	2024/2025*	%
Explanation Provided	124	75%	59	70%	43	67%	129	79%
Service Provided	57	34%	33	39%	2	3%	13	8%
Apology	69	42%	37	44%	12	19%	19	12%
Change in Process	8	5%	4	5%	0	0%	7	4%
Financial Remedy	8	5%	7	8%	7	11%	5	3%
Change of Policy	3	2%	1	1%	0	0%	0	0%

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

Fire & Rescue

	2022/2023*	%	2023/2024*	%	2024/2025*	%
Explanation Provided	2	67%	0	0%	2	100%
Service Provided	1	33%	1	100%	0	0%
Apology	0	0%	0	0%	0	0%
Change in Process	0	0%	0	0%	0	0%
Financial Remedy	0	0%	0	0%	0	0%
Change of Policy	0	0%	0	0%	0	0%

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

Figure 10: Complaint Outcomes

Resources

Complaint Outcomes*	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints	2024/2025	% of Stage 1 Complaints
Upheld	5	5%	5	6%	70	43%
Partially Upheld	10	9%	9	10%	59	36%
Not Upheld	21	19%	16	18%	8	5%

* Please note excludes questions and withdrawn complaints

Figure 11: Complaint Outcomes

Fire & Rescue

Complaint Outcomes*	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints	2024/2025	% of Stage 1 Complaints
Upheld	0	0%	0	0%	0	0%
Partially Upheld	0	0%	0	0%	1	50%
Not Upheld	0	0%	0	0%	1	50%

* Please note excludes questions and withdrawn complaints

Figure 12: Complaints Closed within Timescale

Resources

Timescale	2022/2023	%	2023/2024	%	2024/2025	%
within	128	61%	85	59%	117	71%
exceeding	83	39%	58	41%	47	29%

Fire & Rescue

Timescale	2022/2023	%	2023/2024	%	2024/2025	%
within	3	100%	1	100%	1	50%
exceeding	0	0%	0	0%	1	50%