

Appendix 2

2023-24 Annual Complaint Reason Categories Summary

Accessibility	149
Accessibility	20
Website	12
Buildings	13
phones	75
Information - brochures/leaflets	1
Other (uncategorised)	28
Delay	872
Delay - delivering a service	831
Delay - providing advice	2
Delay - making a decision	9
Delay - providing information	3
Delay - responding to letter/email	5
delay - taking action	13
Delay - Other (uncategorised)	9
Equality	29
Access to phones	1
Discrimination	10
Discrimination lack of opportunity	3
Discrimination Other	11
Harassment	3
Victimisation	1
Failure	115
Failure or refusal to deliver a service	65
Failure or refusal to give advice	1
Failure or refusal to make a decision	5
Failure or refusal to meet with customer	1
Failure or refusal to provide information	2
Failure or refusal to respond to letters or emails, Failure or refusal to return phone calls	7
Failure or refusal to return phone calls	5
Failure or refusal to take action	14
Failure other (uncategorised)	15
Policy	277

Council policy, Cost of service	23
Council policy	38
Equalities or diversity issues	7
Policy and legislation, Government policy	13
Health and safety	8
Local policy or bylaws	13
Other (uncategorised)	39
Policy and legislation	136
Quality	308
Breach of confidentiality	5
Inadequate or incorrect advice given	10
Inappropriate action taken	10
Incorrect action taken	41
Incorrect decision	66
Late for appointment or visit	69
Loss or damage to property	33
Lost documents or files or correspondence	2
Other (uncategorised)	19
Poor Communication	14
Poor or misleading information given	7
Service provided but then changed or withdrawn, Unreasonable decision	9
Unclear information provided	8
Unreasonable decision	13
Wrong information provided	2
Staff	525
Discriminatory behaviour	12
Lack of customer care	185
Other (uncategorised)	46
Rude or aggressive behaviour	13
Poor customer care	130
Staff conduct	120
Unhelpful attitude	19
TOTAL	2275