

		2022/23	2023/24	2024/25	
	Number of FORMAL complaints	747	772	1117	2024/25 saw a significant increase in formal complaints (detailed overleaf).
	Number of INFORMAL complaints	1091	816	802	2024/25 saw a very slight reduction in informal complaints (detailed overleaf).
	Upheld approaches to the LGSCO Ombudsman compared to total received	26/114	33/117	33/39	In 2024/25 the LGSCO investigated 39 complaints, 33 of which were upheld.
	Timescales (overdue)	21%	18%	18%	In 2024/25 18% of all complaints exceeded the deadline for response.
	% fully justified complaints	9%	8%	11%	2024/25 continued to saw 11% of complaints reported as fully justified.
	% part justified complaints	11%	9%	12%	2024/25 saw 12% of complaints reported as partially justified.
	Compliments	537	568	556	We recieved 556 compliments in 2024/25.
	Learnings	212	192	317	We gathered 317 learnings from complaints in 2024/25, a 61% increase on the previous year (details overleaf).

Total Complaints Overview
1919 Complaints

2024/25