

Follow Up Questions from Overview &Scrutiny 15 June 2023

See meeting information here:

[Agenda for Overview and Scrutiny Committee on Thursday, 15th June, 2023, 7.30 pm | Reigate and Banstead Borough Council \(moderngov.co.uk\)](#)

Agenda Item 6

Q4 2022/23 Performance Report

The Chair requested a breakdown of Corporate complaints resolved at stage 1.

Written Answer

Background information:

The overall complaints numbers reported relate to those submitted via our complaints function on the website. The webpage explains what a complaint needs to be about to be valid, however if the complainant doesn't read the accompanying explanations - or does but ignores it - the complaint is still submitted and is recorded.

On receipt, all complaints submitted are triaged and either accepted as valid (and allocated to a service for investigation) or they are marked as invalid. Reasons for invalid complaints are many and varied and include:

- The topic is about a service we don't provide e.g. Highways/potholes.
- Is about a one-off service failure e.g. missed bin, where speedier remedies are more appropriate and put in place.
- Requests for information.
- Matters for which there is a right to appeal to an independent tribunal such as Benefit Decisions.

Figures for the year April 22 to April 23 as follows:

Total number of complaints: 598

- Not valid: 472
- Valid: 126

Of 126 Valid, at Stage 1:

- 62 Not upheld
- 55 Upheld
- 9 No decision / outcome unknown

Of those:

- 17 escalated to Stage 2
- 12 Not upheld

- 0 Upheld
- 4 Partially upheld
- 1 No decision / outcome unknown