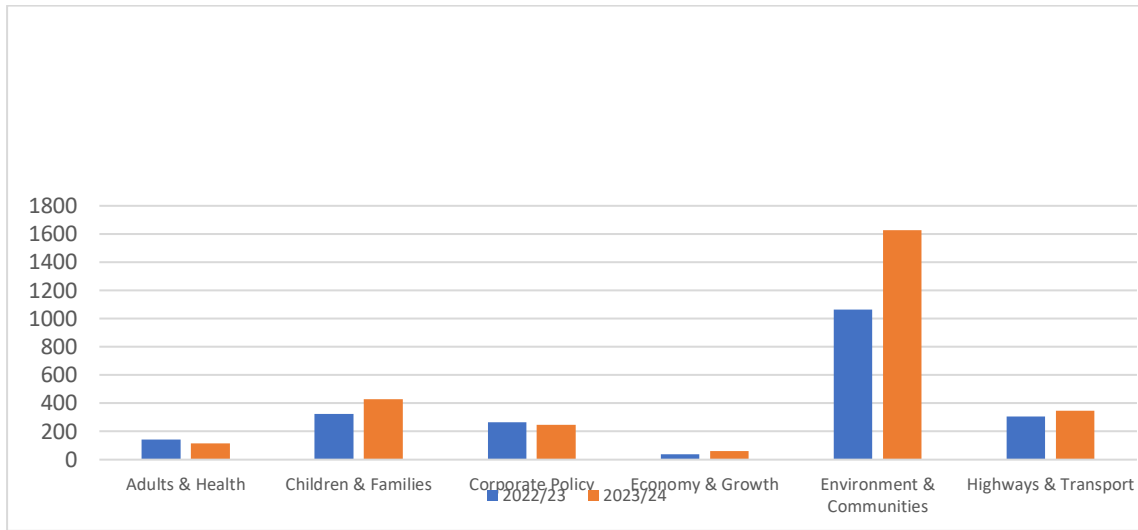
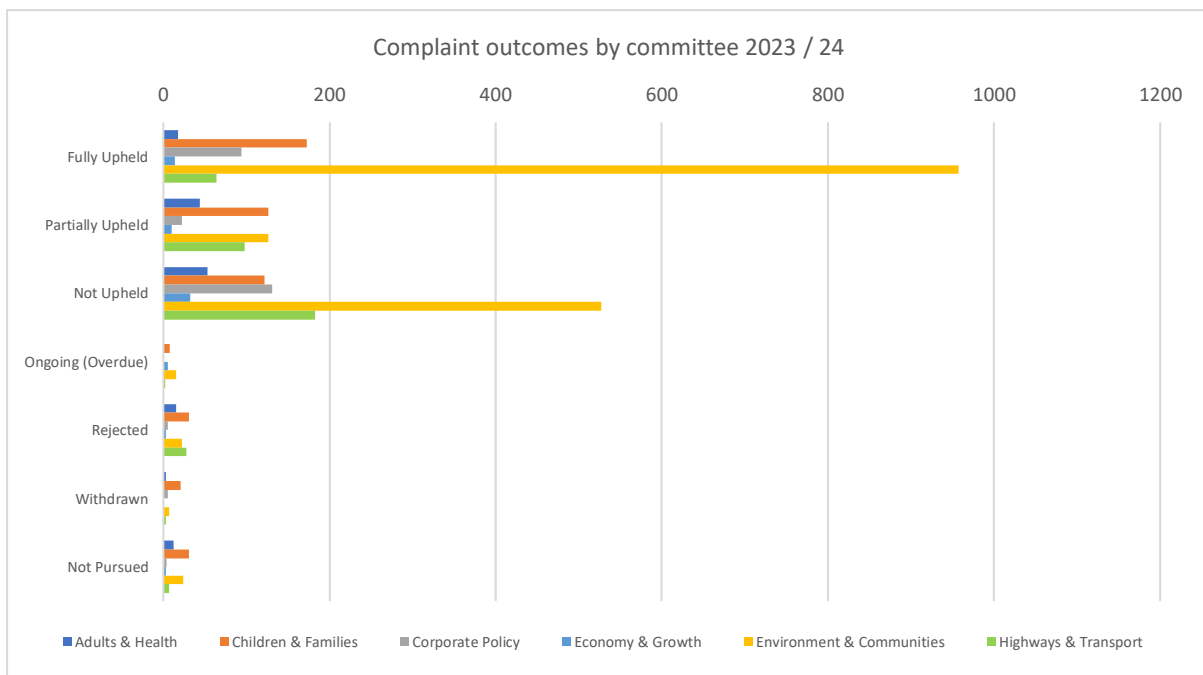
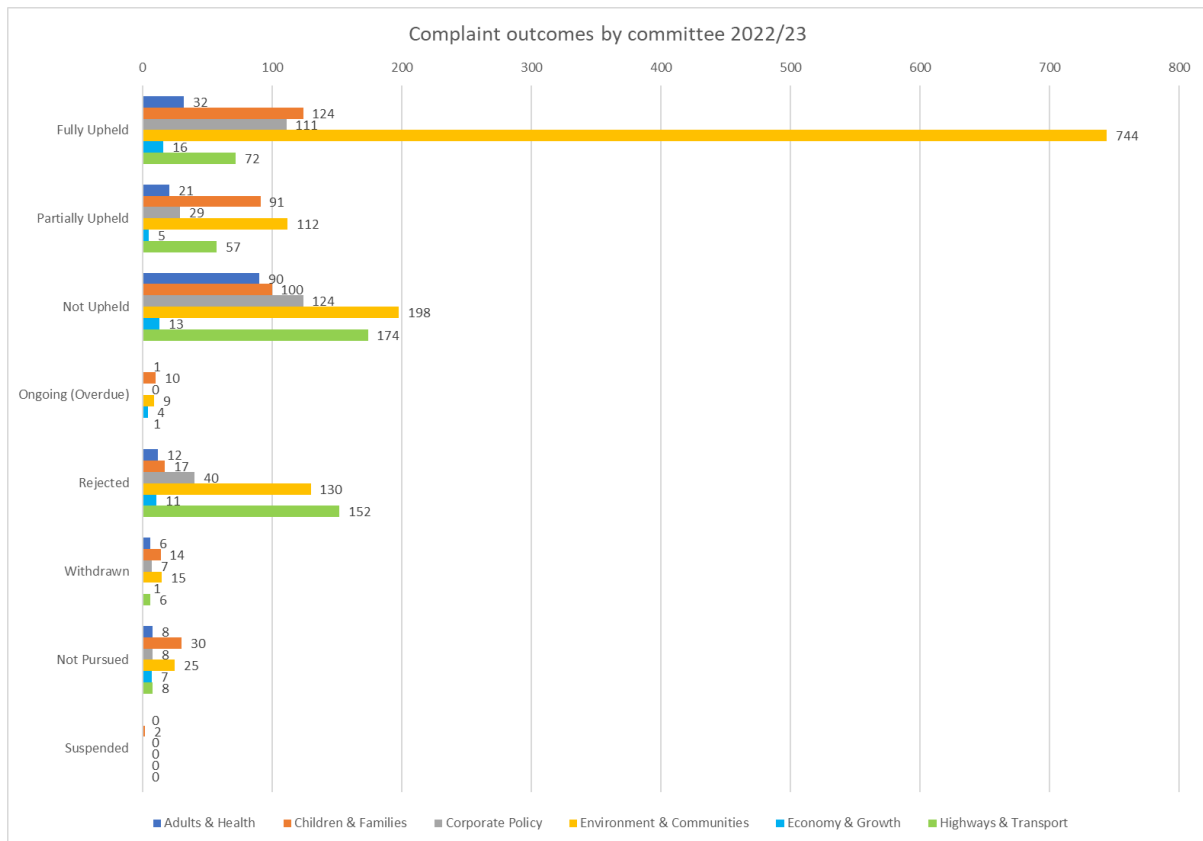


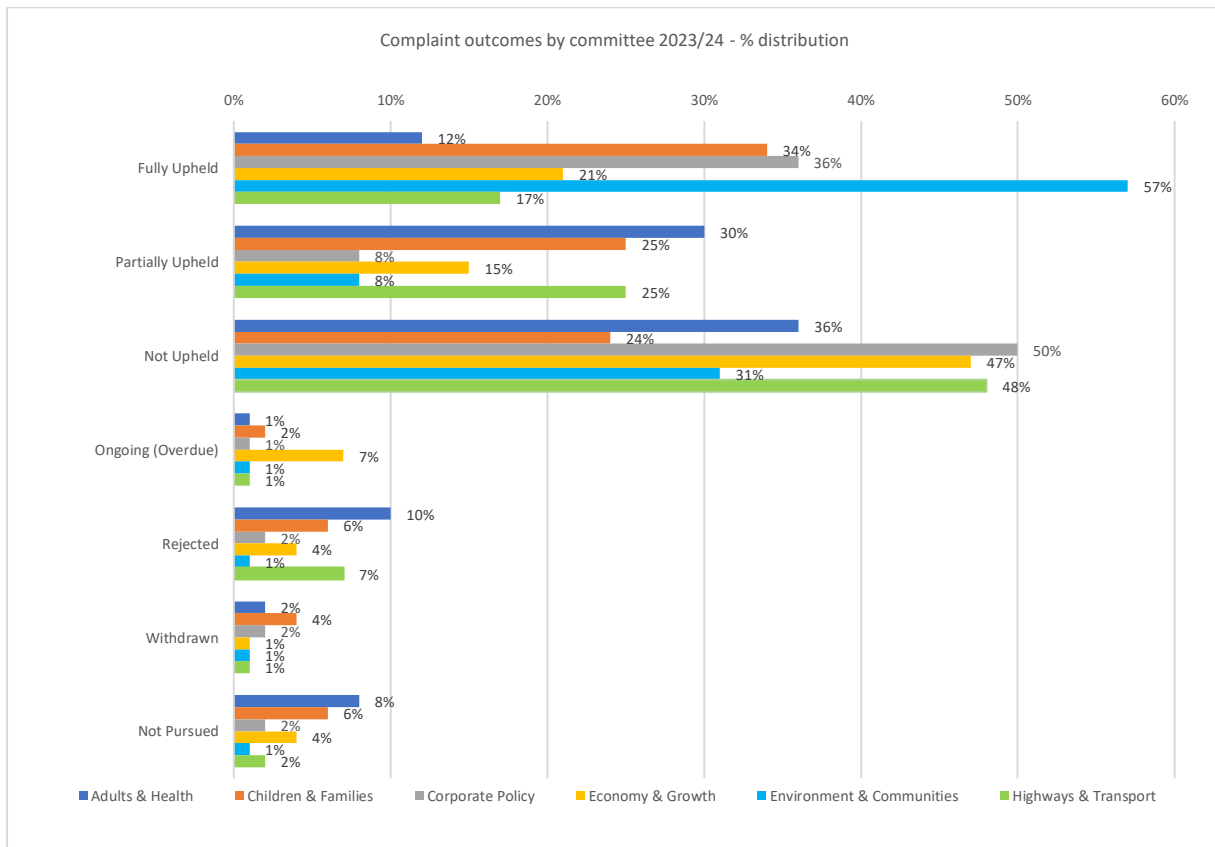
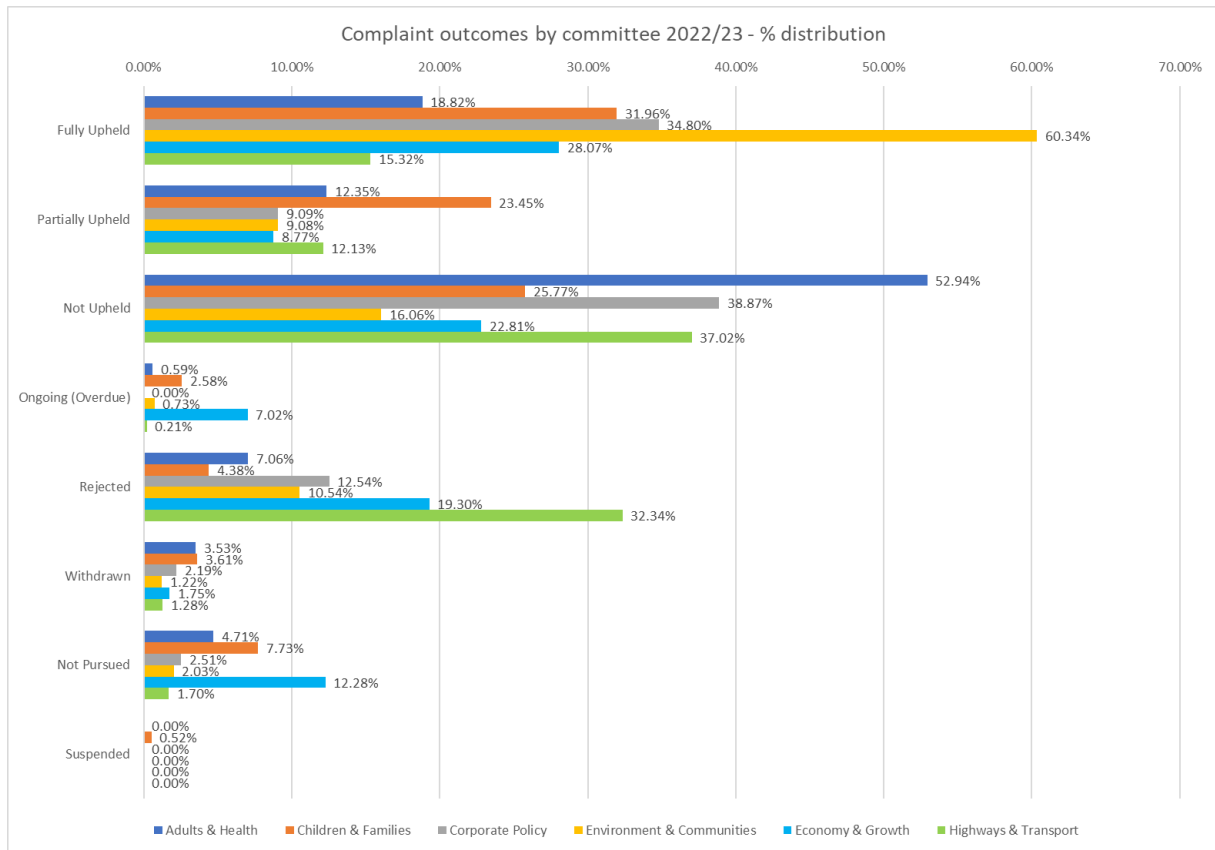
### Appendix 1 - Comparison of total complaints by committee 2022/23 and 2023/24



## Appendix 2 - Comparison of complaint outcomes by committee 2022/23 and 2023/24



### Appendix 3 - Comparison of complaint outcome distribution by committee 2022/23 and 2023/24



## Appendix 4 - Processed complaint outcomes by committee, per complaint stage

### Stage 1

| Committee                 | Fully Upheld | Partially Upheld | Not Upheld | Ongoing (Overdue) |
|---------------------------|--------------|------------------|------------|-------------------|
| Adults & Health           | 17           | 44               | 51         | 1                 |
| Children & Families       | 161          | 106              | 110        | 4                 |
| Corporate Policy          | 90           | 20               | 125        | 1                 |
| Economy & Growth          | 13           | 9                | 31         | 5                 |
| Environment & Communities | 935          | 112              | 471        | 12                |
| Highways & Transport      | 61           | 98               | 183        | 2                 |

### Stage 2

| Committee                 | Fully Upheld | Partially Upheld | Not Upheld | Ongoing (Overdue) |
|---------------------------|--------------|------------------|------------|-------------------|
| Adults & Health           | 1            | 0                | 2          | 0                 |
| Children & Families       | 8            | 16               | 7          | 3                 |
| Corporate Policy          | 4            | 2                | 6          | 0                 |
| Economy & Growth          | 1            | 1                | 1          | 0                 |
| Environment & Communities | 22           | 14               | 56         | 3                 |
| Highways & Transport      | 2            | 5                | 9          | 0                 |

### Stage 3

| Committee           | Fully Upheld | Partially Upheld | Not Upheld | Ongoing (Overdue) |
|---------------------|--------------|------------------|------------|-------------------|
| Children & Families | 0            | 1                | 1          | 0                 |

**Appendix 5 - Complaint response timeframe performance 2023/24 by committee (static)**

| Committee                 | Processed Complaints | Ongoing (Overdue) | On Time | Overdue Response | % On Time |
|---------------------------|----------------------|-------------------|---------|------------------|-----------|
| Adults & Health           | 116                  | 1                 | 74      | 41               | 64%       |
| Children & Families       | 429                  | 8                 | 130     | 289              | 30%       |
| Corporate Policy          | 248                  | 1                 | 204     | 43               | 82%       |
| Economy & Growth          | 61                   | 5                 | 38      | 18               | 62%       |
| Environment & Communities | 1625                 | 15                | 1144    | 466              | 70%       |
| Highways & Transport      | 347                  | 2                 | 231     | 114              | 67%       |

**Appendix 6 - Complaint response timeframe performance 2023/24 by committee (non-static)**

| Committee                 | Processed Complaints | Ongoing | On Time | Overdue | % On Time |
|---------------------------|----------------------|---------|---------|---------|-----------|
| Adults & Health           | 116                  | 1       | 104     | 11      | 90%       |
| Children & Families       | 429                  | 8       | 293     | 128     | 68%       |
| Corporate Policy          | 248                  | 1       | 225     | 22      | 91%       |
| Economy & Growth          | 61                   | 5       | 40      | 16      | 66%       |
| Environment & Communities | 1625                 | 15      | 1288    | 322     | 79%       |
| Highways & Transport      | 347                  | 2       | 272     | 73      | 78%       |

**Appendix 7 - Compliments received 2023/24 by committee**

| Committee                 | Total Compliments |
|---------------------------|-------------------|
| Adults & Health           | 364               |
| Children & Families       | 167               |
| Corporate Policy          | 169               |
| Economy & Growth          | 2                 |
| Environment & Communities | 96                |
| Highways & Transport      | 26                |

## **Appendix 8 - Examples of compliments received, by committee**

### **Adults & Health**

- I just wanted to pass on to you my grateful thanks for your help as X's Social Worker...we were fortunate that we came into contact with yourself, and you restored our faith. After a while and getting to know X more you totally understood the difficulties we were facing, plus the fact that I wasn't coping, being the same age as hubby and with no family to assist. I can't thank you enough for your support, efficiency, and pleasant friendly manner, it helped us both a lot. Social Services are lucky to have you.
- All the carers who looked after myself were very professional and polite and respectful. They all treated my home with care and respect for my possessions. They were always on time and helped me with anything I needed including advice on how to solve some of the problems that occur with age and "wear and Tear". for all these things I would like to thank and compliment each and every one of them. Good fortune in the future.
- Your team have supported my stepmother (X) and her husband recently, during the first week of January 2024. I wanted to express my thanks for your help during this difficult time and
  - how pleasant all carers who visited were
  - the standard of care was spot-on. I saw this myself as my visit coincided with one of theirs.
  - ensuring my stepmothers dignity at all stages which is genuinely appreciated
  - high levels of health care, wearing of masks, gloves etc vital as my stepmothers immune system is compromised
  - being polite and caring but firm, encouraging her to walk when she didn't want to
  - noting her decline and calling emergency services both timely and paramount as she had developed Sepsis and could have declined rapidlyWe are extremely grateful. Please pass on my comments to your staff and with sincere thanks,
- Just a line to thank you for helping my dad and family and guiding us through processes which we were not aware of. Also, thank you for your pleasant and calm approach when dealing with dad who is 96 years young. On behalf of all the family Thanks again.

### **Children & Families**

- Thank you so much for all your hard work!! I can't thank you enough for everything you have done for myself and X!! I'm crossing my fingers for a successful 12 months ahead. I will be sad not to have you as key worker as I feel you have been the first person to really listen, understand and work with us but I shall welcome the new key worker.
- I'd like to take this opportunity to thank you and your team for all your help over the last 6 months. We appreciate your desire to do what is right for X and to ensure it happens within the desired timeframe. All of this when you have resource pressures yourselves. Thank you so much for everything you have done.
- I would like to share that this contact referral for case escalation done by X was so detailed, clear, and easy to read. X had pulled it all together really well so when I reviewed it for Checs to progress it was clear straight away threshold has been met. Y SW who has the contact now also agreed how good it was which she has shared with Z.



- Massive thank you to X for all her support in my son's case at Malbank. X has made a huge difference, I'm full of praise.

### **Corporate Policy**

- Firstly, I would like to thank you for taking the time to consider my email, also for getting back to me so efficiently I will make sure the direct debit is set up and make sure these payments are kept on top of in the future, again thank you for your help I really appreciate it.
- Amazing, thank you so much that is lifesaving! Your quick help is much appreciated!
- I spoke to X who was incredibly helpful and patient with my enquiry. He is an excellent asset to the council, and I hope he continues being as helpful as I found him.
- Thank you for your reply to my email so quickly, what you have suggested is brilliant. I really appreciate your help regarding my monthly council tax payments and a great weight has been lifted off my shoulders. Thank you again.

### **Economy & Growth / Environment & Communities / Highways & Transport**

- I would like you to pass on our thanks to the men who empty our bins on X street in Congleton. They are regular, careful, never let us down, the drivers amazingly reverse up our little cul de sac without a problem, and all through the pandemic it was the same. So many people complain that I thought it was time they were thanked.
- I'd just like to say how lovely Macclesfield looks with all the flowers. I've lived here for 40 years, and I've seen such a change - it all looks more welcoming. I particularly like the wildflowers near Sainsbury's - breathtaking. I haven't seen a proper wildflower meadow since I was a child. And while I'm on the subject, full marks to whoever decided to mow down only a foot's width on the verges going out of town. It's forward thinking and a step in the right direction. Thank you.
- Hi folks...just wanted to say a huge thank you on how quickly you repaired the carriageway on a500 this week...I reported it by e mail last week....so impressed...many thanks
- We were visiting family this morning with my 3 children, 2 of which have special needs and are obsessed with trucks/vans vehicles. The silver bin collection truck had come round past around 8.10am (SK94DL). My children always loved watching it go past so they stood at the door and the two men who were on collection were so nice they took a minuet out of there very busy day to wave and talk to my children. And honestly, I can't thank them enough, my children were ecstatic they were so excited and have gone into to school to tell all their friends about it, I wanted to highlight how grateful I am to them both to take that time to make there day and they probably didn't realise how much it would affect them. But I wanted you to let you know how much of a credit they are to your company.
- Just wanted to say a huge thank you to your highways team for refreshing the white lines on Crewe Green roundabout it has made such a positive difference and i am sure will improve the safety for those using it on a daily basis like myself.
- Many thanks the Highways team who came out and cleared all the grids as described in the Highways team member's letter. I am delighted to read that this thorough deep clean of grids was

also carried out in Alderley Road and I will continue to monitor these too as I walk along. I would also like to thank the Highways team who did such a good job of clearing the debris left behind after the New Year flood from the pavements along Alderley Road and the lower end of Fulshaw Park South.

- I decided to visit Sandbach Library earlier today in the hope that I might be able to obtain some assistance with an IT task I was struggling with. I was hugely impressed by the very high standard of service offered there and the amount of help I was given. Special thanks to X and Y, who both individually helped me and were both superb.
- My mental health has been boosted by the warm and knowledgeable welcome I have received from library staff and other service users. There is a welcome to a venue for self-help, facilitated and aided by friendly people who seem genuinely interested in their customers and motivated to help them.

### Appendix 9 - Contact volumes 2023/24 by committee

| <b>Committee</b>          | <b>Total Telephony Contacts</b> | <b>Complaints &amp; Compliments</b> |
|---------------------------|---------------------------------|-------------------------------------|
| Adults & Health           | 40,635                          | 510                                 |
| Children & Families       | 56,483                          | 679                                 |
| Corporate Policy          | 124,427                         | 428                                 |
| Economy & Growth          | 25,690                          | 70                                  |
| Environment & Communities | 127,463                         | 1774                                |
| Highways & Transport      | 25,665                          | 411                                 |
| <b>Total</b>              | <b>400,363</b>                  | <b>3872</b>                         |