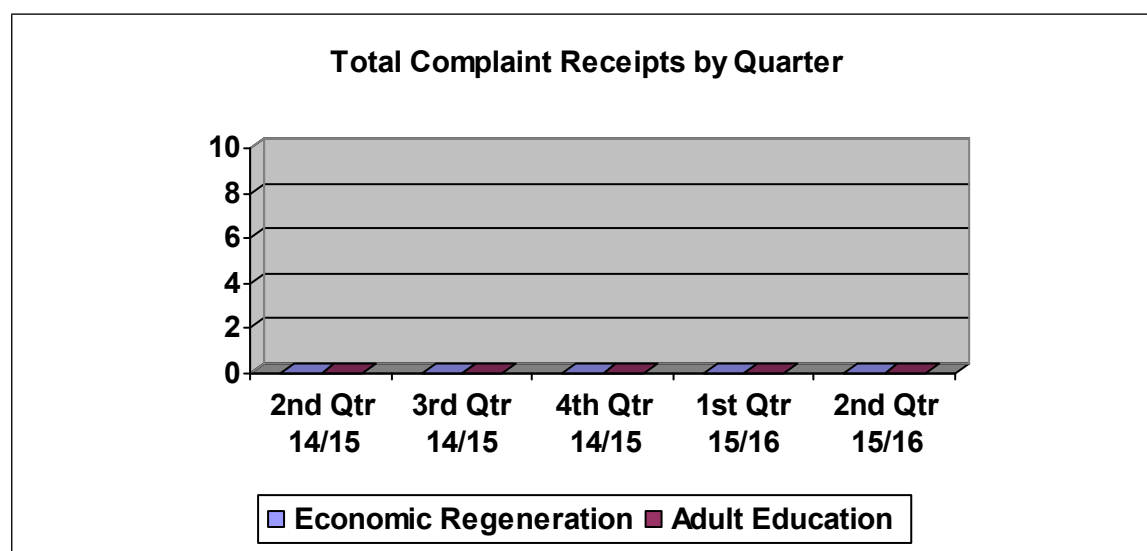


APPENDIX B

Customer Satisfaction Information – Scrutiny Committees

Economic Scrutiny Committee		
Date Range for Report	1 st July – 30 th September 2015 (1 st April – 30 th June 2015)	
Total number of complaints received across all LCC service area.	149 (105)* individual school complaints not included	
Total number of complaints relating to <u>Economic Scrutiny Committee</u>	0 (0)	
Total number of compliments relating to <u>Economic Scrutiny Committee</u>	0 (0)	
Total Service Area Complaints	Economic Regeneration	0 (0)
	Adult Education	0 (0)
Service Area Economic Regeneration Complaint Reasons	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (0)
Service Area Compliments	Adult Education	0 (0)
	Economic Regeneration	0 (0)
How many LCC Corporate complaints have not been resolved within service standard	8 (8)	
Number of complaints referred to Ombudsman	12 (7)	



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q2) shows a 42% increase on the previous Quarter (Q1). When comparing this Quarter with Q2 2014/15, there is a 3% increase, when 145 complaints were received.

Economic Regeneration Complaints

Economic Regeneration received no complaints this Quarter.

Adult Education Complaints

Adult Education received no complaints this Quarter.

Compliments

Economic Regeneration received no compliments this Quarter.

Adult Education received no compliments this Quarter.

Ombudsman Complaints

In Quarter 2 of 2015/16, 12 LCC complaints were registered with the Ombudsman. Economic Regeneration and Adult Education received no complaints which have been considered by the Ombudsman.