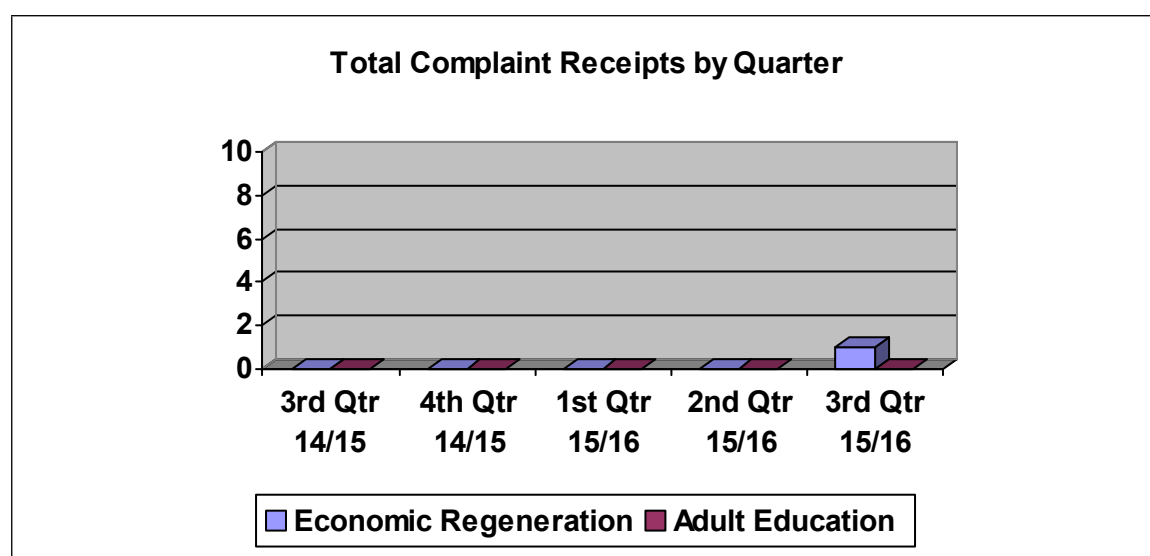


Customer Satisfaction Information – Scrutiny Committees

Economic Scrutiny Committee		
Date Range for Report	1 st October – 31 st December (1 st July – 30 th September)	
Total number of complaints received across all LCC service area.	152 (149)* individual school complaints not included	
Total number of complaints relating to <u>Economic Scrutiny Committee</u>	1 (0)	
Total number of compliments relating to <u>Economic Scrutiny Committee</u>	1 (0)	
Total Service Area Complaints	Economic Regeneration	1 (0)
	Adult Education	0 (0)
Service Area Economic Regeneration Complaint Reasons	Conduct/attitude/rudeness of staff	1 (0)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (0)
Service Area Compliments	Adult Education	0 (0)
	Economic Regeneration	1 (0)
How many LCC Corporate complaints have not been resolved within service standard	10 (8)	
Number of complaints referred to Ombudsman	7 (12)	



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q3) shows a 2% increase on the previous Quarter (Q2). When comparing this Quarter with Q3 2014/15, there is a 20% increase, when 127 complaints were received.

Economic Regeneration Complaints

Economic Regeneration received 1 complaint this Quarter. This was regarding communication with Enterprise Growth and Learning team in Sleaford.

Adult Education Complaints

Adult Education received no complaints this Quarter.

Compliments

Economic Regeneration received 1 compliment this Quarter. This was appreciation for the ERDF funded programme team working on the SME Business Growth and Innovation project.

Adult Education received no compliments this Quarter.

Ombudsman Complaints

In Quarter 3 of 2015/16, 7 LCC complaints were registered with the Ombudsman. Economic Regeneration and Adult Education received no complaints which have been considered by the Ombudsman.