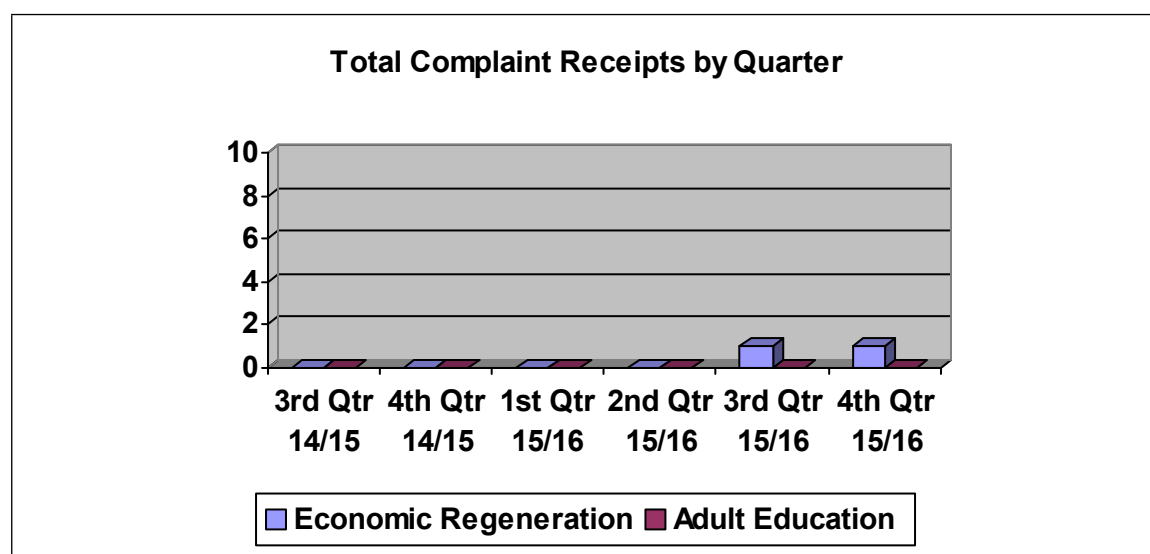


Customer Satisfaction Information – Scrutiny Committees

Economic Scrutiny Committee		
Date Range for Report	1 st of January – 31 st of March (1 st October – 31 st December)	
Total number of complaints received across all LCC service area.	181(152)* individual school complaints not included	
Total number of complaints relating to <u>Economic Scrutiny Committee</u>	1 (1)	
Total number of compliments relating to <u>Economic Scrutiny Committee</u>	2 (1)	
Total Service Area Complaints	Economic Regeneration	1 (1)
	Adult Education	0 (0)
Service Area Economic Regeneration Complaint Reasons	Conduct/attitude/rudeness of staff	0 (1)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (0)
	Insufficient information provided	1 (0)
Service Area Compliments	Adult Education	0 (0)
	Economic Regeneration	2 (1)
How many LCC Corporate complaints have not been resolved within service standard	2 (10)	
Number of complaints referred to Ombudsman	10 (7)	



Summary

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q4) shows a 19.1% increase on the previous quarter (Q3). When comparing this Quarter with Q4 of 2014/15, there is a 48% increase when 122 were received.

Economic Regeneration Complaints

Economic Regeneration received 1 complaint this Quarter. This was regarding unclear signage regarding dog access at Anderby Creek Cloud Bar.

Adult Education Complaints

Adult Education received no complaints this Quarter.

Compliments

Economic Regeneration received 2 compliment this Quarter. One was praise for the Business Lincolnshire website and the second was praise for organising a manufacturing event.

Adult Education received no compliments this Quarter.

Ombudsman Complaints

In Quarter 4 of 2015/16, In Quarter 4 of 2015/16, 10 complaints were registered with the Ombudsman. 0 of these complaints were recorded against the Economic Scrutiny Committee