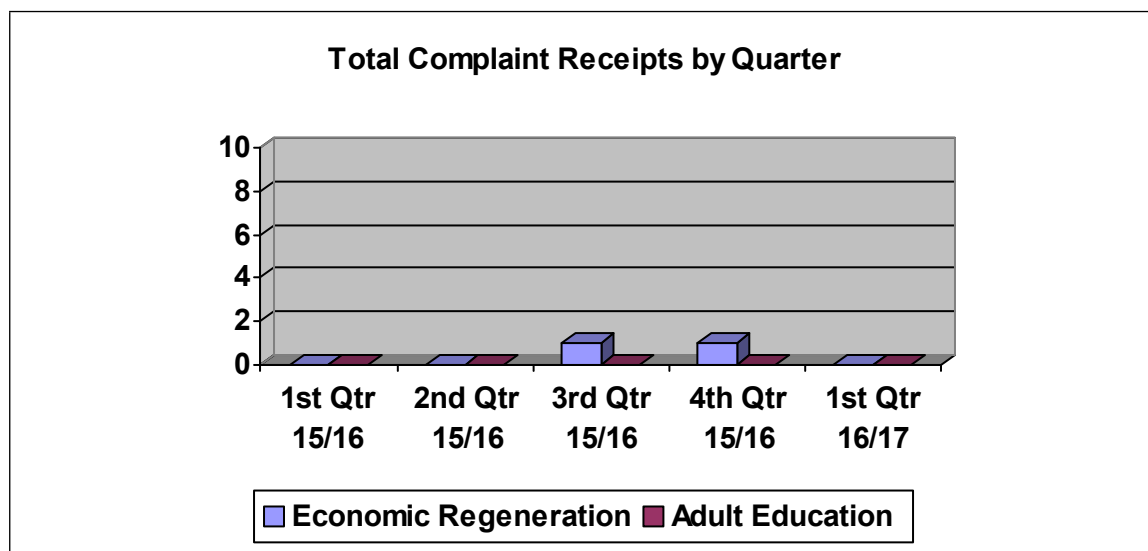


Customer Satisfaction Information

Economic Scrutiny Committee		
Date Range for Report	1 st of April – 30 th of June (1 st of January – 31 st of March)	
Total number of complaints received across all LCC service area.	152 (181)* individual school complaints not included	
Total number of complaints relating to <u>Economic Scrutiny Committee</u>	0 (1)	
Total number of compliments relating to <u>Economic Scrutiny Committee</u>	1 (2)	
Total Service Area Complaints	Economic Regeneration	0 (1)
	Adult Education	0 (0)
Service Area Economic Regeneration Complaint Reasons	Conduct/attitude/rudeness of staff	0 (0)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (0)
	Insufficient information provided	0 (1)
Service Area Compliments	Adult Education	0 (0)
	Economic Regeneration	1 (2)
How many LCC Corporate complaints have not been resolved within service standard	4 (8)	
Number of complaints referred to Ombudsman	5 (10)	



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q1) shows a 19.7% decrease on the previous Quarter (Q4). When comparing this Quarter with Q1 2015/16, there is a 31% increase, when 105 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 1 compliments this Quarter. This was a compliment for the manager of the Eventus business centre from a client.

Adult Education received no compliments this Quarter.

Ombudsman Complaints

In Quarter 1 of 2016/17, 7 LCC complaints were registered with the Ombudsman. Economic Regeneration and Adult Education received no complaints that were considered by the Ombudsman.