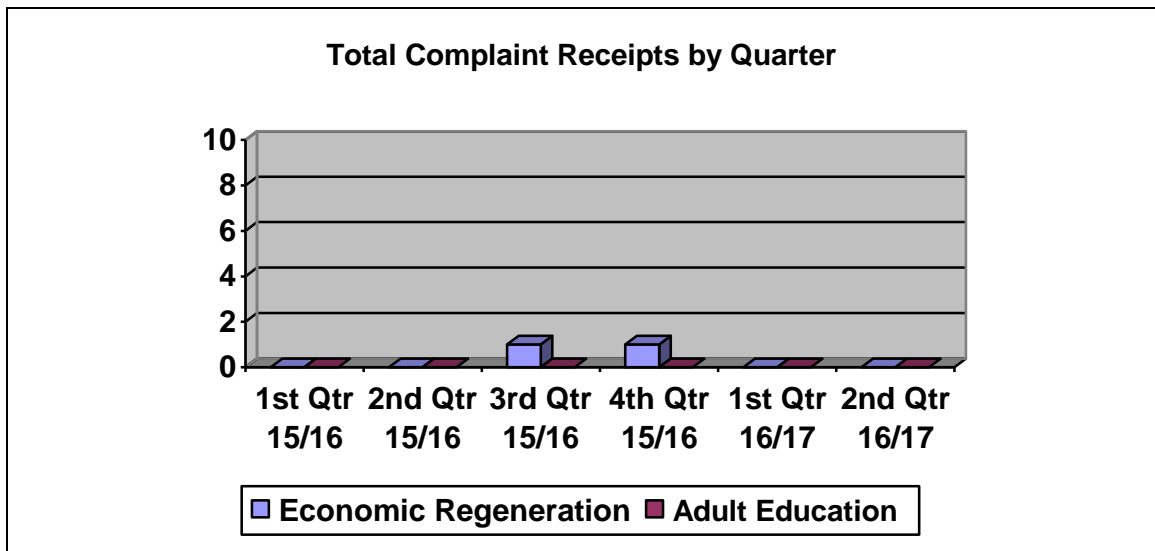


Customer Satisfaction Information – Scrutiny Committees

Economic Scrutiny Committee		
Date Range for Report	1st of July – 30th of September (1st of April – 30th of June)	
Total number of complaints received across all LCC service area.	117 (152)* 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 (1)	
Total Service Area Complaints	Economic Regeneration	0 (0)
	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 (0)
Service Area Compliments	Adult Education	0 (0)
	Economic Regeneration	0 (1)
How many LCC Corporate complaints have not been resolved within service standard	8 (4)	
Number of complaints referred to Ombudsman	8 (5)	



Summary

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q2) shows a 23% decrease on the previous quarter (Q1). When comparing this Quarter with Q2 of 2015/16, there is a 21% decrease when 149 complaints were received.

Economic Regeneration Complaints

This Quarter Economic Regeneration have received no complaints.

Adult Education Complaints

This Quarter Adult Education have received no complaints.

Compliments

Economic Regeneration received no compliments this Quarter.

Adult Education received no compliments this Quarter.

Ombudsman Complaints

In Quarter 2 of 2016/17, 8 LCC complaints were registered with the Ombudsman. Economic received no complaints that were considered by the Ombudsman.