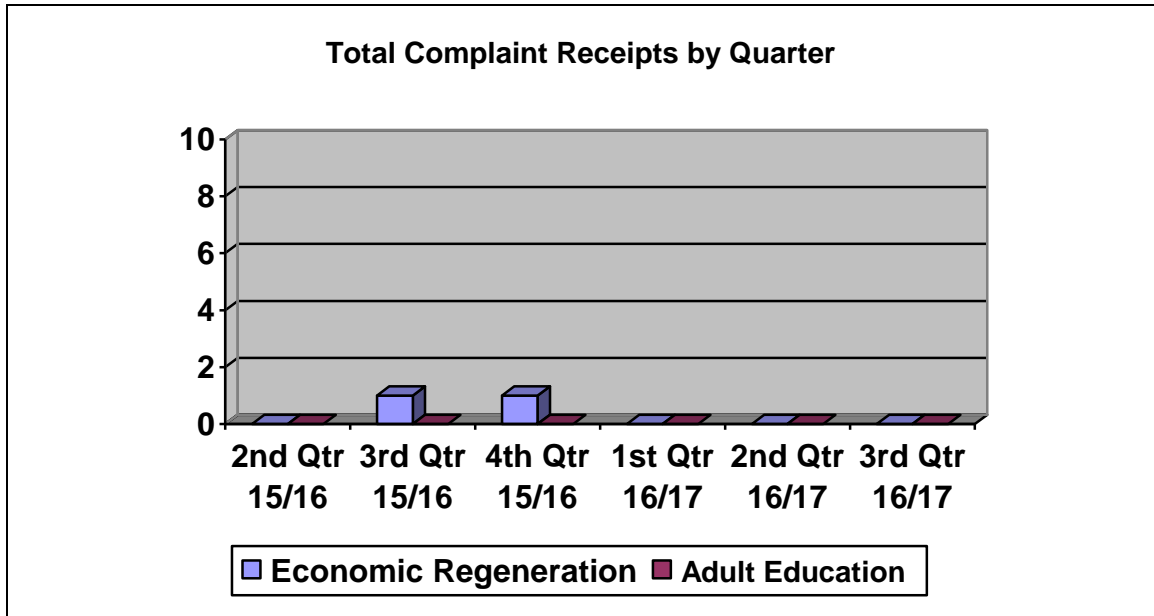


## Appendix C

### Customer Satisfaction Information – Scrutiny Committees

|   |   |       |
|---|---|-------|
| <b>Economic Scrutiny Committee</b>  |   |       |
| <b>Date Range for Report</b>  | 1st of October – 31st of December (1st of July – 30th of September) |       |
| <b>Total number of complaints received across all LCC service area.</b>                 | 143 (117)* individual school complaints not included.               |       |
| <b>Total number of complaints relating to <u>Economic Scrutiny Committee</u></b>        | 0 (0)   |       |
| <b>Total number of compliments relating to <u>Economic Scrutiny Committee</u></b>       | 4 (0)   |       |
| <b>Total Service Area Complaints</b>  | Economic Regeneration   | 0 (0) |
|   | Adult Education   | 0 (0) |
|   |   |       |
| <b>Service Area Economic Regeneration Complaint Reasons</b>                             | 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) |
|   |   |       |
| <b>Service Area Compliments</b>   | Adult Education   | 0 (0) |
|   | Economic Regeneration   | 4 (0) |
|   |   |       |
| <b>How many LCC Corporate complaints have not been resolved within service standard</b> | 6 (8)   |       |
| <b>Number of complaints referred to Ombudsman</b>                                       | 8 (8)   |       |



Summary

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q3) shows a 18% increase on the previous quarter (Q2). When comparing this Quarter with Q3 of 2015/16, there is a 6% decrease when 152 complaints were received.

Economic Regeneration Complaints

This Quarter Economic Regeneration has received no complaints.

Adult Education Complaints

This Quarter Adult Education has received no complaints.

Compliments

Economic Regeneration received 4 compliments this Quarter.

- 1 x Business Growth Event
- 1 x Business Growth Programme
- Business grant assistance thanks
- RPA visit praise

Adult Education received no compliments this Quarter.

Ombudsman Complaints

In Quarter 3 of 2016/17, 8 LCC complaints were registered with the Ombudsman. Economic received no complaints that were considered by the Ombudsman.