

**CUSTOMER SATISFACTION INFORMATION****Public Protections and Communities Scrutiny Committee Q4**1<sup>st</sup> January 2017 – 31<sup>st</sup> March 2017**COMPLIMENTS**

The overall compliments received for Public Protections and Communities shows a decrease of 45% this Quarter, with 26 compliments being received compared to 47 received last Quarter.

<b>Total number of compliments relating to Public Protections and Communities Scrutiny Committee</b>	<b>Current Q4 16/17</b>	<b>Q3 16/17</b>	<b>Q2 16/17</b>	<b>Q1 16/17</b>	<b>Q4 15/16</b>
	26	47	26	23	23

Public Protections and Communities have received 26 compliments this Quarter. The compliments were:

- 9 x Fire and Rescue
  - These were relating to emergency responses & the Training Centre
- 7 x Registration, Celebratory and Coroners Service
  - These were in relation to staff compliments & praise for professionalism at ceremonies and registering.
- 10 x Heritage
  - These included staff compliments and praise for Lincoln Castle visits

**COMPLAINTS**

The total number of LCC complaints received this Quarter (Q4) shows a 18% increase on the previous quarter (Q3). When comparing this Quarter with Q4 of 2015/16, there is a 7% decrease when 181 complaints were received.

This Quarter Public Protections and Communities has received 6 complaints which is an increase of 50% on last Quarter when they received 3 complaints. When comparing this Quarter with Q4 2015/16, there is 54% decrease with 13 complaints being received.

**REGISTRATION, CELEBRATORY AND CORONERS**

This Quarter Registration, Celebratory and Coroners has received 6 complaints which is increase of 3 from last Quarter when 3 were received. The complaints were regarding:

- A death registration
- Post Mortem Service
- An incident in relation to an Inquest
- 3 x complaints in relation to the Coroner's Service / process

3 of these complaints were substantiated and 3 were Partly Substantiated.

**COMPLAINT ESCALATIONS**

In Quarter 4 of 2016/17 there were a total of 11 complaint escalations for LCC. None of these related to Public Protection and Communities.

**OMBUDSMAN COMPLAINTS**

In Quarter 4 of 2016/17, 7 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Public Protection and Communities.

## Summary of Complaints Q4 2017

	Current Q4 16/17	Q3 16/17	Q2 16/17	Q1 16/17	Q4 15/16
Total number of complaints received across all LCC service area.	169	143	117	152	181
Total number of complaints relating to Public Protections and Communities Scrutiny Committee	<b>6</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>13</b>
Total Service Area Complaints broken down					
Community Safety	0	0	0	0	0
Community Cohesion	0	0	0	0	0
Emergency Planning	0	0	0	0	0
Fire and Rescue	0	0	0	1	1
Registration, Celebratory and Coroners Services	6	3	3	3	1
Trading Standards	0	0	1	3	1
Public Health	0	0	0	0	0
Libraries & Heritage	0	0	2	1	9
Number of complaint escalations relating to Public Protections and Communities Scrutiny Committee	0	Data not previously reported upon			
How many LCC Corporate complaints have not been resolved within service standard	1	6	8	4	2
Number of complaints referred to ombudsman	7	8	17	5	10