

**Customer Satisfaction Information**  
**Public Protections and Communities Scrutiny Committee Q4**  
**Date range for report 1<sup>st</sup> January 2018 – 31<sup>st</sup> March 2018**

**LCC Overview of compliments**

**Overall Compliments**

The overall compliments received for Public Protections and Communities shows a decrease of 67% this Quarter, with 10 compliments being received compared to 30 received last Quarter.

<b>Total number of compliments relating to <u>Public Protections and Communities Scrutiny Committee</u></b>	<b>Current Q4</b>	<b>Q3</b>	<b>Q2</b>	<b>Q1</b>	<b>Q4</b>
	10	30	17	21	26

**Public Protections and Communities Compliments**

Public Protections and Communities have received 10 compliments this Quarter. The compliments were:

1 x Fire and Rescue

- This was for a swift attendance to a chimney fire.

6 x Registration, Celebratory and Coroners Service

- These were in relation to praise received for wedding ceremonies and coroner service.

3 x Heritage

- This was in relation to Archives staff.

**LCC Overview of complaints**

The total number of LCC complaints received this Quarter (Q4) shows a 20% decrease on the previous quarter (Q3). When comparing this Quarter with Q4 of 2016/17, there is a 14% increase when 169 complaints were received.

<b>Total number of complaints received across all LCC service area.</b>	<b>Current Q4 17/18</b>	<b>Q3 17/18</b>	<b>Q2 17/18</b>	<b>Q1 16/17</b>	<b>Q4 16/17</b>
	193	241	219	159	169
<b>Total number of complaints relating to <u>Public Protections and Communities Scrutiny Committee</u></b>	1	6	3	7	6
<b>Total Service Area Complaints broken down</b>					
<b>Community Safety</b>	0	0	0	0	0
<b>Community Cohesion</b>	0	0	0	0	0
<b>Emergency Planning</b>	0	0	0	0	0
<b>Fire and Rescue</b>	0	0	2	2	0
<b>Registration, Celebratory and Coroners Services</b>	1	4	0	5	6
<b>Trading Standards</b>	0	1	1	0	0
<b>Public Health</b>	0	0	0	0	0

<b>Libraries &amp; Heritage</b>	0	1	0	0	0
<b>Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u></b>	0	2	0	0	0
<b>How many LCC Corporate complaints have not been resolved within service standard</b>	9	4	10	0	1
<b>Number of complaints referred to ombudsman</b>	16	10	11	9	7

This Quarter Public Protections and Communities have received 1 complaint which is a decrease of 83% on last Quarter when they received 6 complaints. When comparing this Quarter with Q4 2016/17, there is a 83% change with 6 complaints also being received.

**Registration, Celebratory and Coroners Services**

This Quarter Registration has received 1 complaint regarding a marriage ceremony and this was substantiated.

**Complaint escalations**

In Quarter 4 of 2017/18 there were a total of 19 complaint escalations for LCC. None of these related to Public Protection and Communities.

**Ombudsman Complaints**

In Quarter 4 of 2017/18, 16 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Public Protection and Communities.