2025-2026 Annual Complaints Report

Complaints received 2025 -2026

297

incl. 27 escalated to Stage 2 (9.1%)

Stage 1 reason

Cause	Total
Dissatisfaction with policy or decision	112
Service not delivered	72
Poor quality service	72
Dissatisfaction with customer service	19
Signposted to another organisation	13
Delay in providing service	9

Stage 2 reason

Cause	Total
Dissatisfaction with policy or decision	18
Service not delivered	3
Poor quality service	6

Comparison with 2024-2025

265

incl. 20 escalated to Stage 2 (7.5%)

Stage 1 responded on time in accordance with policy

2025-2026
270

2024-2025
245

Complaints received increased by
35

Stage 2 complaints comparison with 2024-2025

2025-2026
27

2024-2025
20

Complaints received increased by
7

Stage 1 comparison chart

	Stage 1 responded on time in accordance with policy	Upheld	Compensation complaints	Compensation paid	Complaints with policy changes	Average response time (days)
2025-2026	233 (86.3%)	92 (31%)	1 (0.3%)	£100	2	13.1
2024-2025	211 (86.1%)	70 (26.4%)	2 (0.8%)	£392	1	14.4

Stage 2 comparison chart

	Stage 2 responded to in time (10 working days)	Upheld
2025/2026	22 (81.5%)	9 (33.3%)
2024/2025	12 (55%)	3 (15%)

Breach reasons

Investigation officer not responded in time due to workload pressures	22
Investigation dealt with within timeline but closed after deadline	11
CLO unavailable once complaint has been triaged or received causing delay to investigation	3
Delay establishing responsible service officer to reply to the complaint	2
Not classified	2
IT problems caused delay	2

Ombudsman Complaints

	Received	Not investigated	Assessed & closed	Investigated	Upheld
2025/2026	19	8 (42%)	8 (42%)	3 (16%)	2 (11%)
2024/2025	20	9 (45%)	7 (35%)	4 (20%)	4 (20%)

Reclassified Service requests

These are a summary of the types of complaints submitted by customers which are not considered complaints. For example, these could be service requests or customers wishing to challenge fines which are handled via a separate appeals process.

2025-2026	2024-2025
265	355

Examples:

- Pavement obstruction
- Complaint about another council
- Car being scratched by a key
- Damaged bench outside a shop

Service improvements

These are a summary of the service improvements made as a result of the learning from our complaints received.

- Provide additional training to the officer to improve parking inspection standards and consistency.
- Review the Council Tax Reduction Scheme following an outcome court action to identify any required changes or improvements.
- Improve Revenues online forms and guidance to help customers distinguish between the ‘new move in’ and ‘change of address’ forms, ensuring the correct option is selected.
- Consider accessibility requirements when replacing picnic benches by providing step-through seating for users with reduced mobility.