

Compliments & Complaints

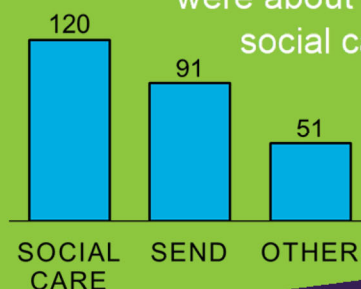
We are always trying to improve our services, and your feedback helps shape future changes. Any comment, good or bad, helps us to understand what people do and don't like about our services and how we can make them better in the future.



262 compliments received in 2024/25

Motivating
Supporting
Caring
Kind

Most compliments were about social care



17% more than last year



367 complaints received in 2024/25

39% of complaints were about social care

90 enquiries from MPs

44% of complaints were about Special Educational Needs



15%

of social care complaints are from young people

4% less than last year

56% of complainants received a response within 20 working days

Delay/lack of agreed action & Communication

were the two most listed complaint categories



Our key objective is to learn from complaints. We do this by changing and reviewing practices and services.