

# Annual Complaints Report 2025

Compiled by the Information Governance Team

Presented to Scrutiny Commission on 4 February 2026



# Report Context

- Purpose of this Report

The annual complaints report provides a summary of the Council's formal complaint handling performance, the nature and volume of complaints, insight into cases reviewed and investigated by the Local Government Ombudsman (LGSCO) and plans for improvement.

- What is a complaint?

The Council's current Complaints, Comments and Compliments Policy defines a complaint as

*“an expression of dissatisfaction about a Council service, whether that service is provided directly by the Council or by a contractor / partner, that requires a response.”*

- How are they categorised?

Service Level / Stage 0 Complaint (typically sent directly to service areas and not formally recorded or monitored by the IG team).

Formal Stage 1 Complaint

Formal Stage 2 Complaint (an escalation from Stage 1).

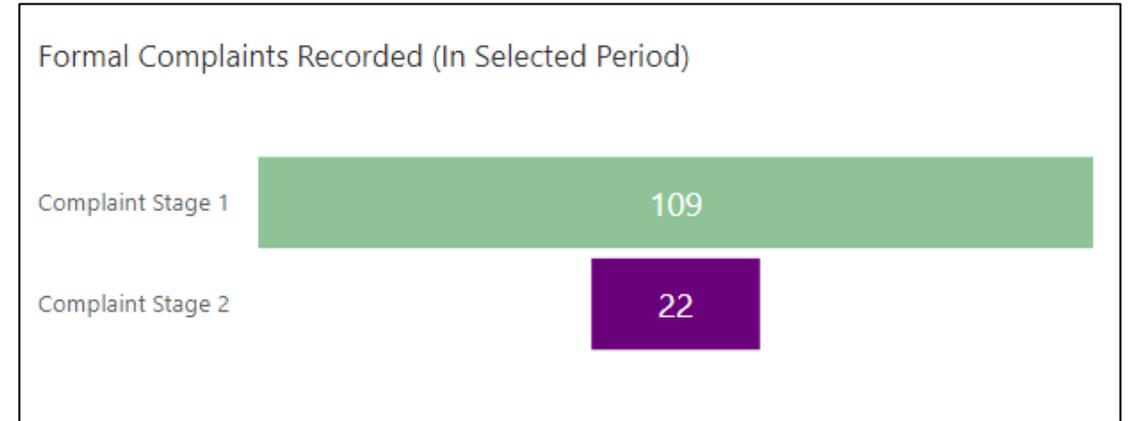
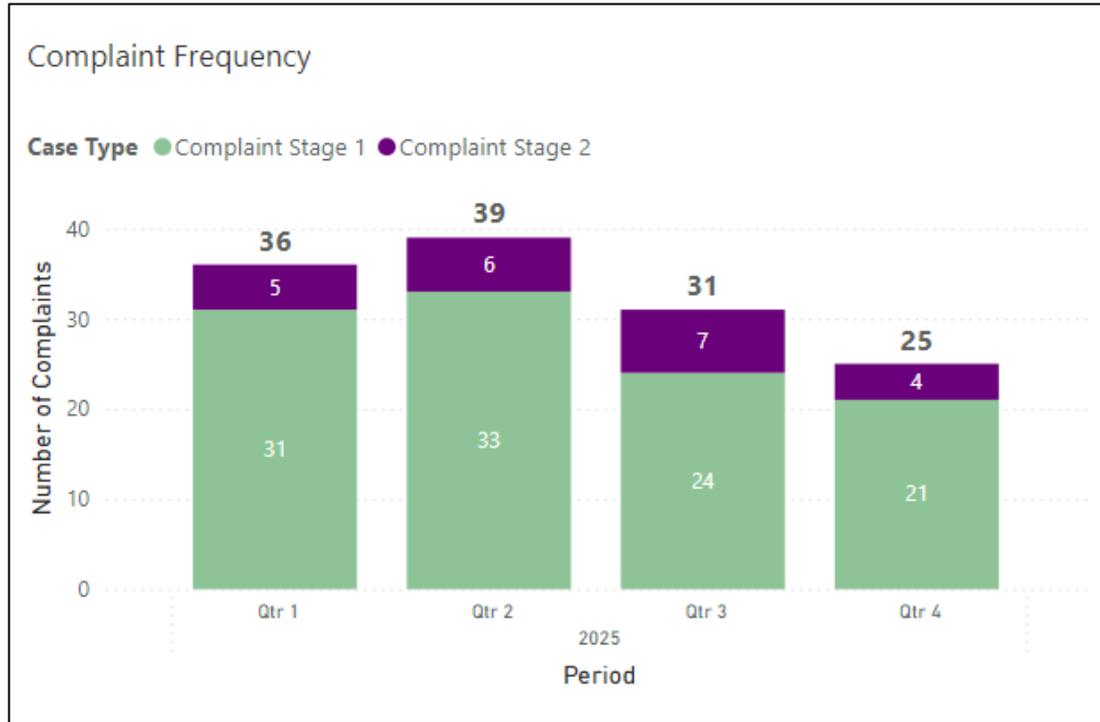
An Ombudsman Investigated Complaint (typically escalated from a Stage 2 complaint).

# Part 1 – Formal Complaint Volumes

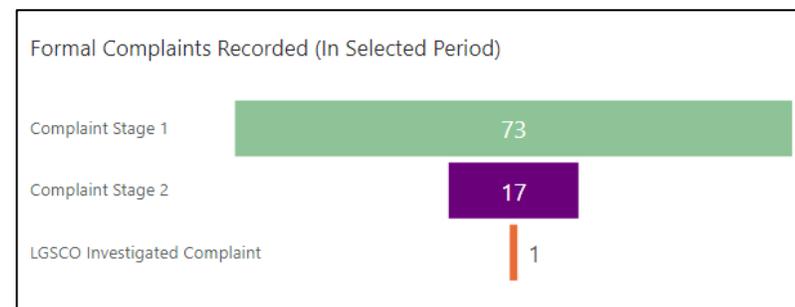
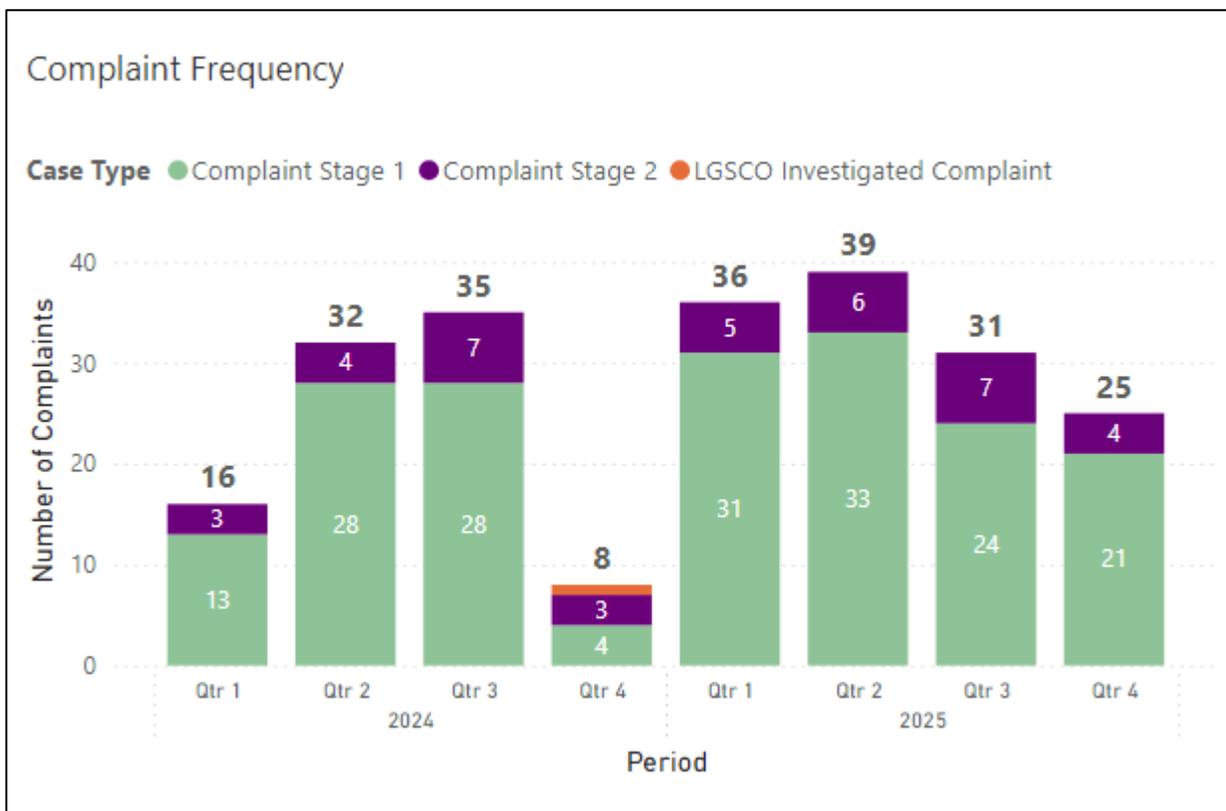
This section includes the following slides.

- Current Year Data – Formal Stage 1 and Stage 2 Complaints
- Response Date Compliance
- Comparison to Previous Year Data
- Volumes by Service Area – Current & Previous Year Comparison

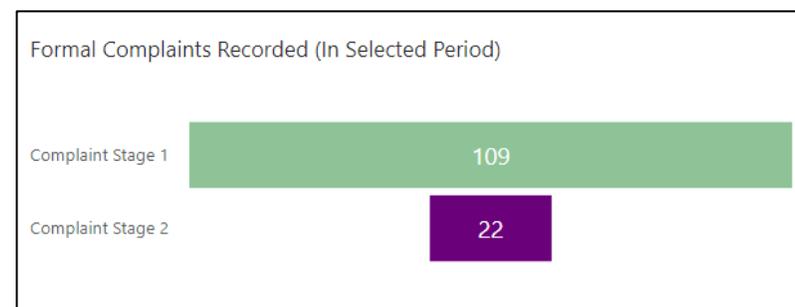
# Complaint Volumes – Stage 1 & Stage 2 (2025 Calendar Year)



# Complaint Volumes – Stage 1 & Stage 2 (2025 v 2024)

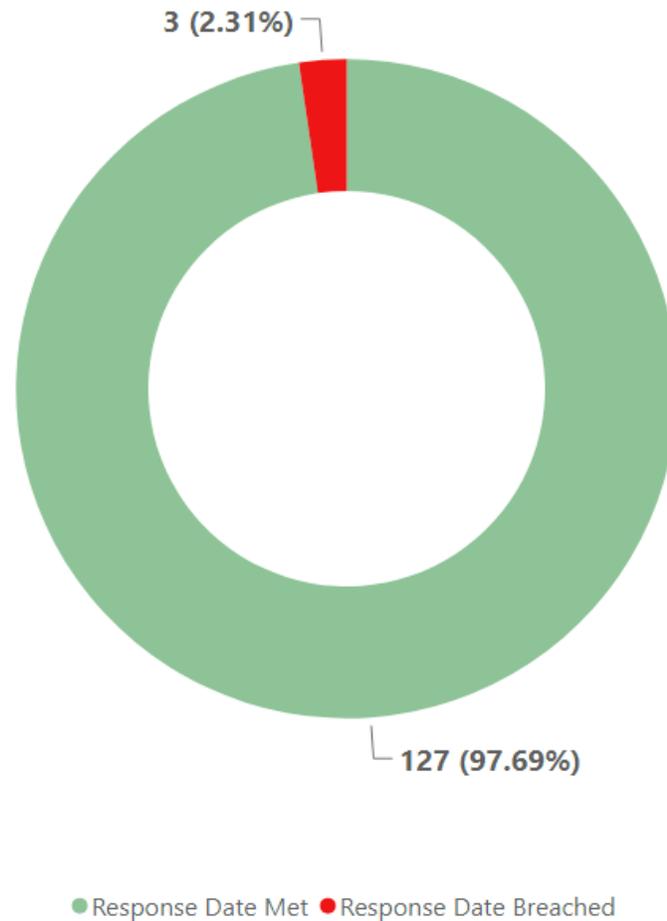


2024



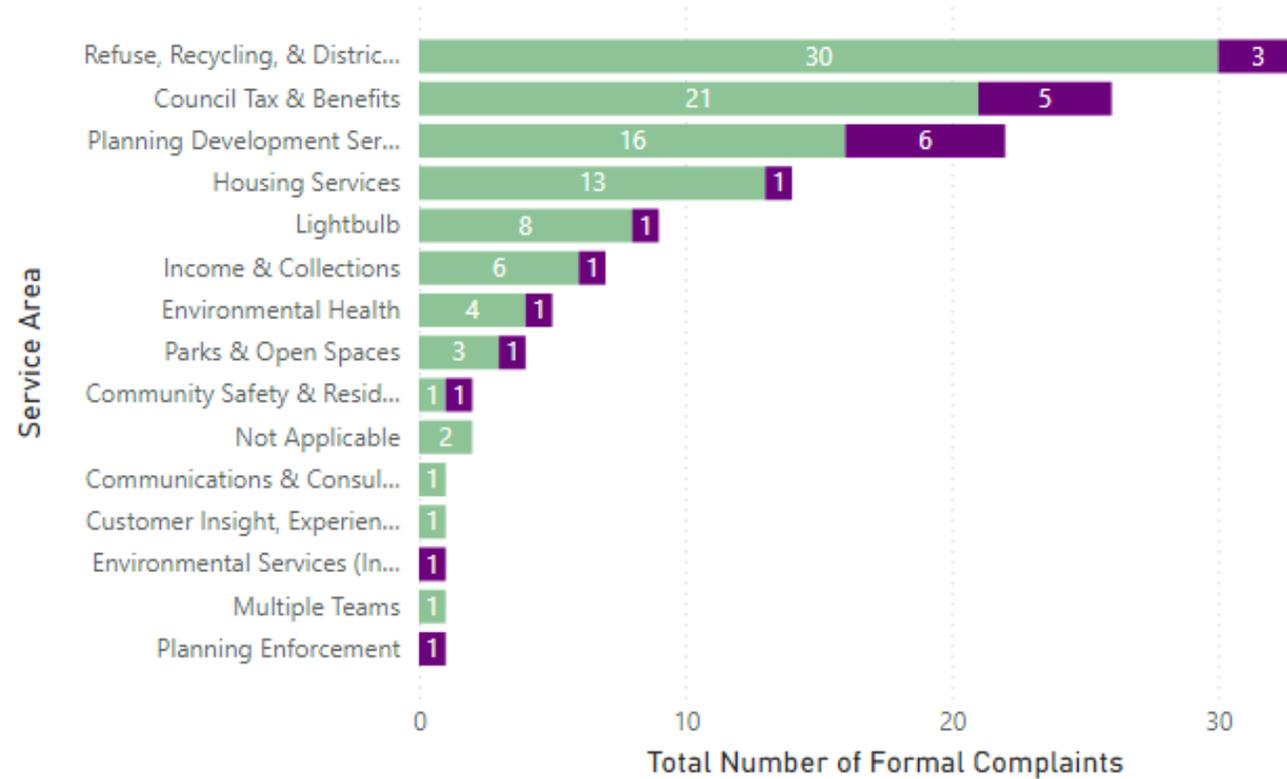
2025

# Response Date Compliance (2025 Calendar Year)



Our Complaints Policy states that complaints will be responded to within 15 working days. This chart shows compliance with this commitment during 2025.

Case Type ● Complaint Stage 1 ● Complaint Stage 2



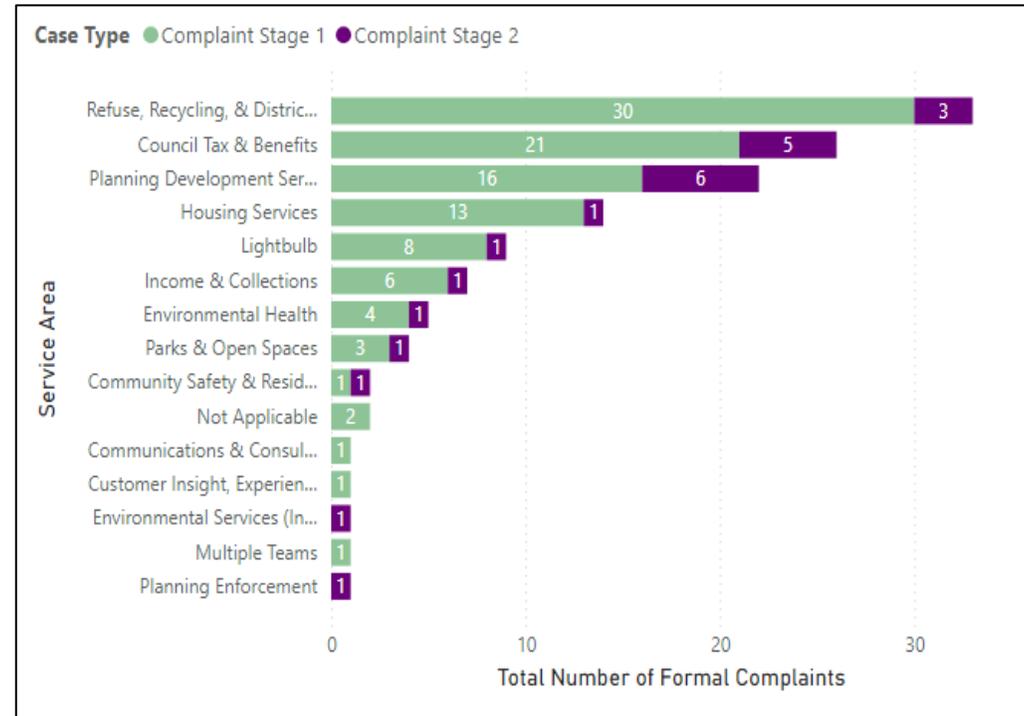
## Formal Complaint Volumes

### Volume by Service Area (2025 Calendar Year)

# Formal Complaint Volumes - Volume by Service Area (2025 v 2024)



2024



2025

# Formal Complaint Outcomes

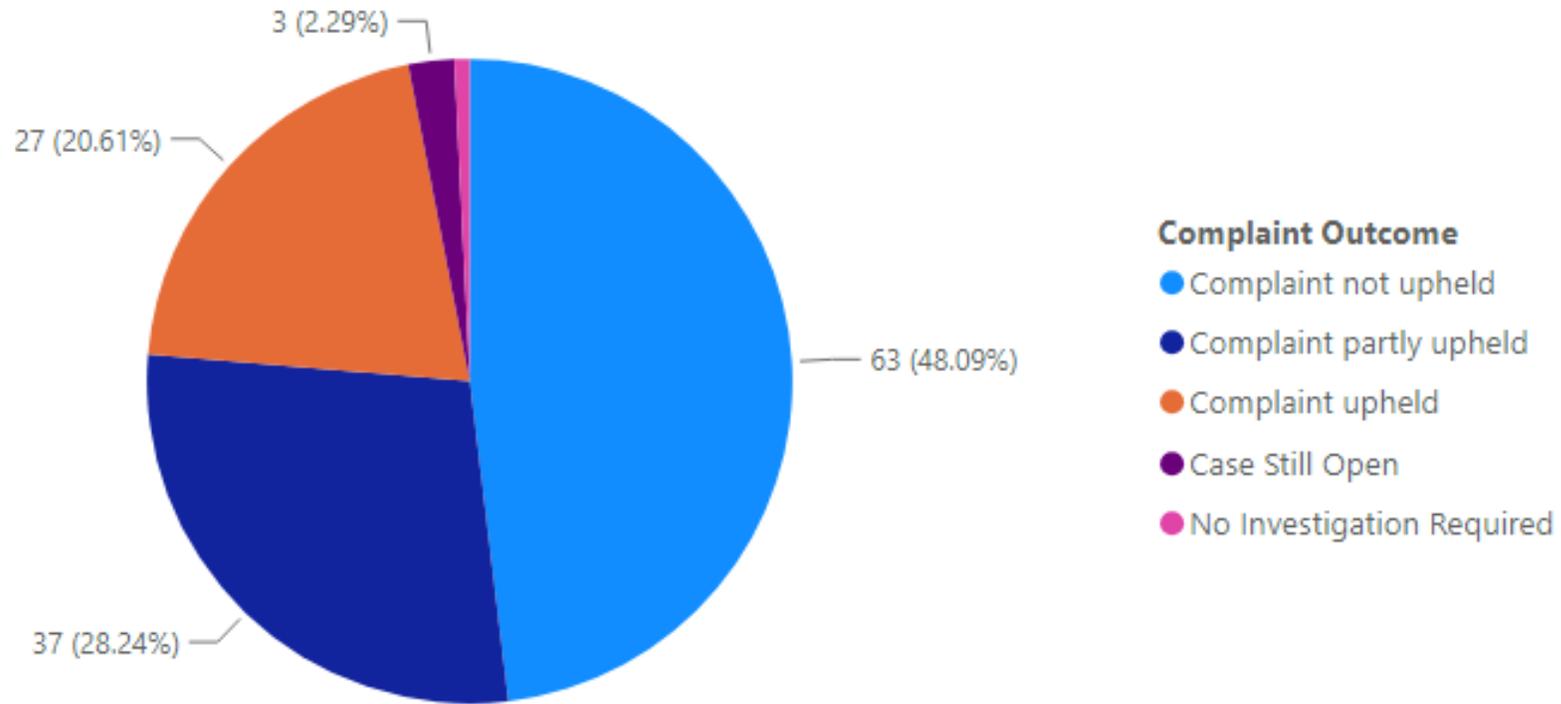
This section includes the following slides.

- Overview
- Current Year Data
- Comparison to Previous Year Data

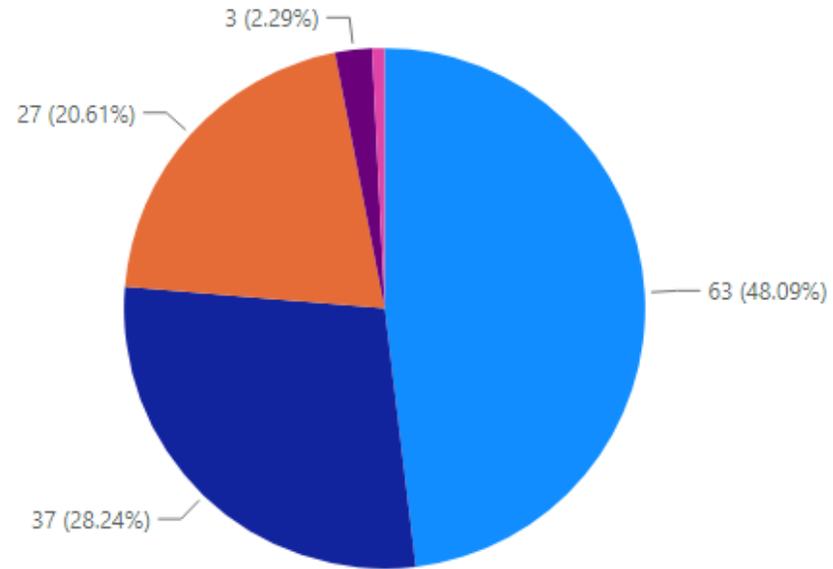
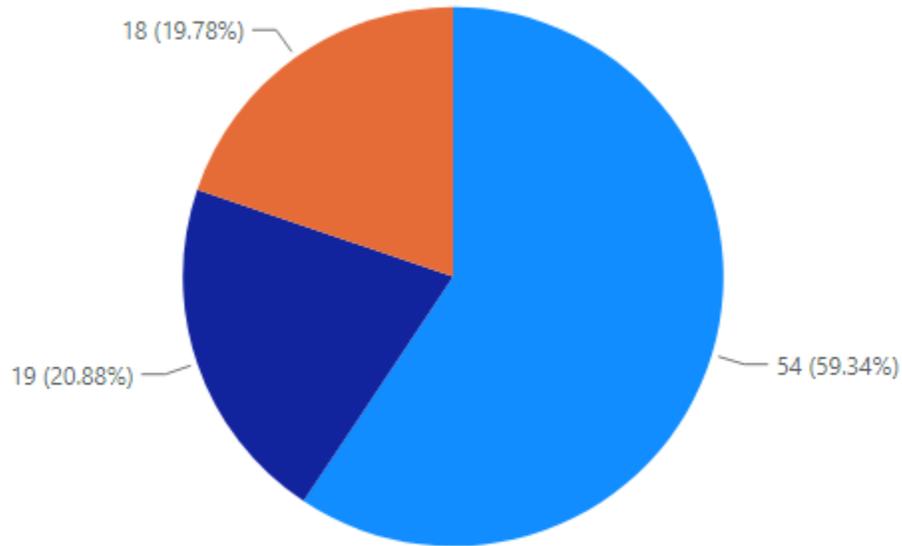
# Formal Complaint Outcomes - Overview

- Upon completion of the investigation of a formal complaint and as part of the final response, the responding officer is required to state one of the following outcomes.
  - **Complaint Upheld** – Where the Council take full responsibility for service failures outlined by the complainant.
  - **Complaint Partly Upheld** - Where the Council takes partial responsibility for service failures outlined by the complainant.
  - **Complaint Not Upheld** – Where the Council does not accept responsibility for service failures outlined by the complainant.

## Formal Complaint Outcomes (2025 Calendar Year)



# Formal Complaint Outcomes - (2025 v 2024)



## Complaint Outcome

- Complaint not upheld
- Complaint partly upheld
- Complaint upheld
- Case Still Open
- No Investigation Required

# Formal Complaint Types (Nature of Complaint)

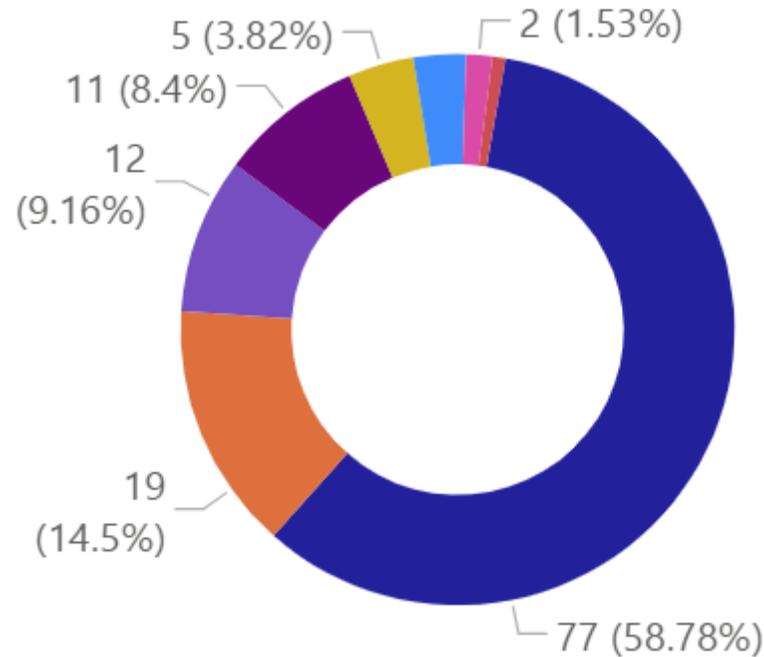
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- Current Year Data
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# Formal Complaint Types (Nature of Complaint) - Overview

- The type or nature of complaints received can vary significantly. However, to enable improved analysis and improvement, the Council groups complaints into the 7 categories listed below.
  - Failure to provide a service at the level or standard agreed.
  - Neglect or delay in answering a query or responding to a request for service.
  - Unhelpful attitude of a Council employee.
  - Failure to follow Council Policy or Procedure.
  - Failure to consider relevant issues when making a decision.
  - Data Protection Issues
  - Other
- The breakdown of complaints in each category is shown in the following slides.

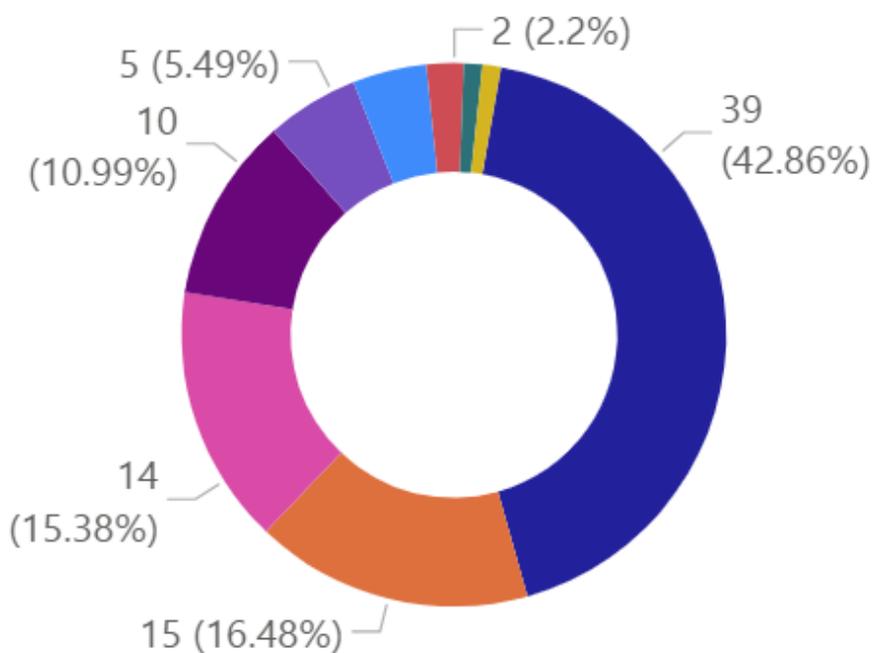
# Formal Complaint Types (Nature of Complaint) - 2025 Calendar Year



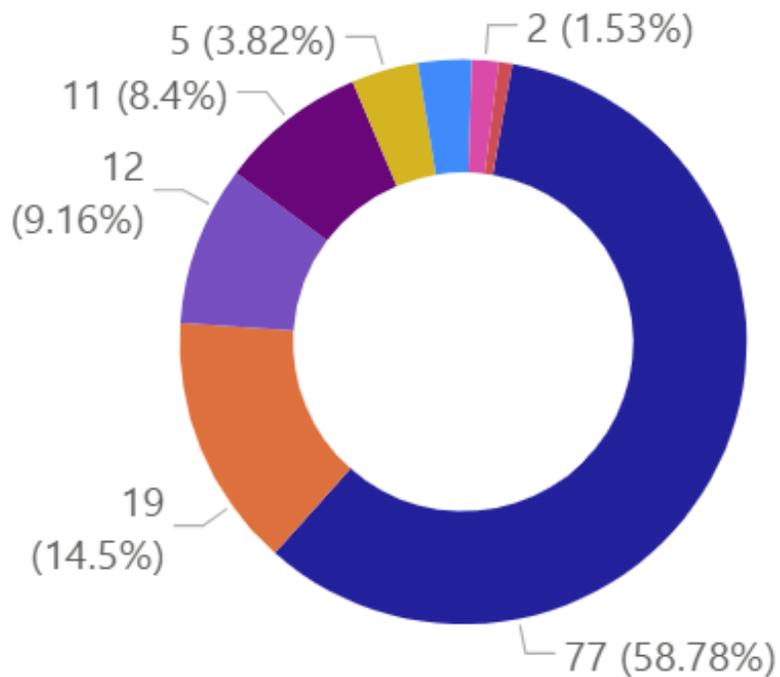
## Nature of Complaint

- Failure to provide a service at the level or standard agreed
- Other
- Neglect or delay in answering a query or responding to a request for a service
- Unhelpful attitude of a Council Employee
- Awaiting Classification (case still open)
- Failure to follow agreed Council procedure or Policy
- Failure to consider relevant issues when making a decision
- Data Protection Issues

# Formal Complaint Types (Nature of Complaint) - 2025 v 2024



2024



2025

## Nature of Complaint

- Failure to provide a service at the level or standard agreed
- Other
- Neglect or delay in answering a query or responding to a request for a service
- Unhelpful attitude of a Council Employee
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- Data Protection Issues

# Complaints Handled by the Local Government & Social Housing Ombudsman (LGSCO)

- The link below provides an overview of complaints about Blaby District Council that have been handled by the LGSCO.
- It also provides a focus on complaints the LGSCO decided to investigate and includes the following additional data.
  - Number of investigated complaints that were upheld
  - Number of upheld investigated complaints where the LGSCO recommendations were satisfactorily complied with by Blaby District Council.
- Click the link to review this data.

[Blaby District Council Complaints Dashboard  
Local Government and Social Care Ombudsman \(LGSCO\)](#)

# Lessons Learnt

- Overview

Upon completion of a formal complaint response, the responding officer is asked to complete a monitoring form to confirm the outcome, categorise the complaint nature, and state any lessons learnt arising from their investigations. This is particularly relevant if the complaint outcome is fully or partly upheld.

The following slide provides the 2025 data for the proportion of upheld and partly upheld complaints that include recorded lessons learnt provided by the responding officer.

## Complaint Outcome Filter

- Case Still Open
- Complaint not upheld
- Complaint partly upheld
- Complaint upheld
- No Investigation Required

## Lessons Learnt Data - 2025

69% of fully or partly upheld complaints (stage 1 & 2) identify the lessons that have been learnt from the complaint.

### Number of Complaints

(Based on Filter Selections)

64

### Lessons Learnt Not Reported / Identified

(Based on Filter Selections)

20

# Selection of Lessons Learnt – Recorded during 2025 against upheld and partly upheld complaints

- Cover cases in sickness absence
- Training to be completed with all temporary staff
- Operative spoken to and apology offered
- Crews spoken to regarding the positioning of the bin following collection
- Spoken to staff with regards to the manoeuvres made and not to do this again
- Crew spoken to about returning bins and not blocking driveways
- Discussed with officer to make sure they establish if customer is homeless or threatened with homelessness before asking them to complete form
- Change in process for office staff to escalate if repeated calls in are not being actioned
- Changed process for filing emails. Spoken to member of staff with regards to missed cardboard
- Reminded officers of service standards and to ensure these are met.
- Empathy required for complex cases. Will discuss at team meeting.
- The matter is being dealt with internally and the Development Services Team Leaders will be working with the case officer to ensure such a circumstance does not reoccur
- Training undertaken with the Council Tax team, and review of information on our website.
- Reminder to admin staff about the standardised email previously created to ensure contractors are aware that cancellation invoices cannot be paid by Lightbulb. Any costs needs to be discussed with the customer prior to any works to begin the removal.
- Poor communication between agent and officer including Statutory consultees. - This has been reinforced by the Service Manager regarding this matter. 2 - Lack of adherence to Service standards - Officers spoken to about reinforcing these and the wider impact when not followed. 3 - Further application required to remedy the matter from a planning perspective - Application has been submitted and is being dealt with appropriately.
- Training provided to staff for validating Planning applications
- Officer spoken to about attention to detail and checking work. GDPR breach form completed.
- Added a joint caseworker to the homelessness case. Outlined clear routes for client to contact the council

# Improvements & Development

- Improved compliance with LGSCO Complaints Code
  - Ensuring annual complaints data and reports are published and available for Scrutiny review each year.
  - Procedural review to exclude stage 0 complaints from the complaints policy and re-categorise these as service requests.
  - Adopting the Complaints Code definition of a complaint and a service request within our Policy.
  - A more robust process for capturing and implementing lessons learnt from upheld and partially upheld complaints.
- Improved internal complaints process and support
  - Response templates to guide effective complaint responses at each stage.
  - An updated and more detailed complaints procedure for employees.
  - Supportive training resources for complaint responders.

# End of Report

[Complaints@blaby.gov.uk](mailto:Complaints@blaby.gov.uk)

[Feedback and Complaints – Blaby District Council](#)

[Blaby District Council - Local Government and Social Care Ombudsman](#)

[Complaint Handling Code - Local Government and Social Care Ombudsman](#)