



## **Corporate Overview Group**

**Tuesday, 18 November 2025**

## **Annual Customer Feedback**

### **Report of the Director – Finance and Corporate Services**

#### **1. Purpose of the Report**

1.1. This report summarises the customer feedback received during 2024/25 and provides a comparison to previous performance. Key points include the following:

- 64 complaints were received by the Council at Stage 1 of its complaints process – this is the highest in the last five years.
- The percentage of complaints escalated past Stage 1, 28.1%, marginally increased from 27.1% in 2023/24.
- Consistency in handling complaints has stayed at a high level, as has the number of complaints that are responded to within target time – 60 out of 64, or 93.75%, were responded to within 10 working days (stage 1 and 2).
- The Council received 196 compliments about its services in 2024/25 – seven fewer than the previous year.

1.2. Of particular note is the relatively small number of complaints that are escalated past the first stage of the Council's complaints process, and that none have been investigated or upheld by the Local Government and Social Care Ombudsman (LGSCO); this is significantly better than neighbouring councils.

#### **2. Recommendation**

It is recommended that the Corporate Overview Group:

- a) scrutinise the data provided in relation to customer feedback in 2024/25
- b) consider whether the data in specific areas requires further investigation or scrutiny.

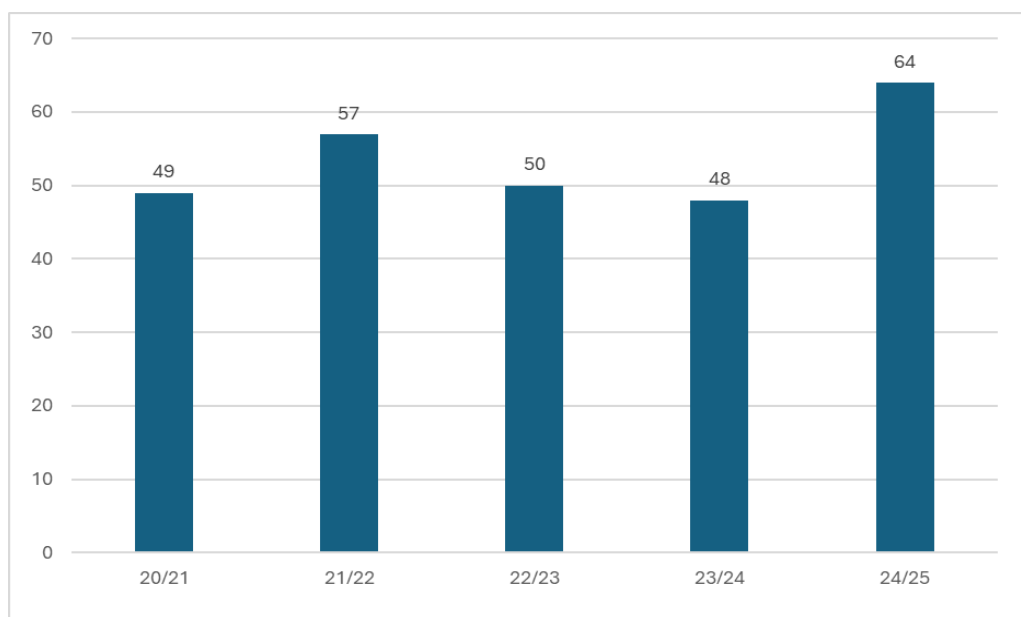
#### **3. Reasons for Recommendation**

3.1 Officers work hard to investigate complaints quickly and thoroughly. Learning points are identified and fed back at team meetings, and this year have led to customer engagement events to better understand the issues. Where the interpretation of policy is at the root of the problem, this is considered, and changes made where necessary.

## 4. Supporting Evidence

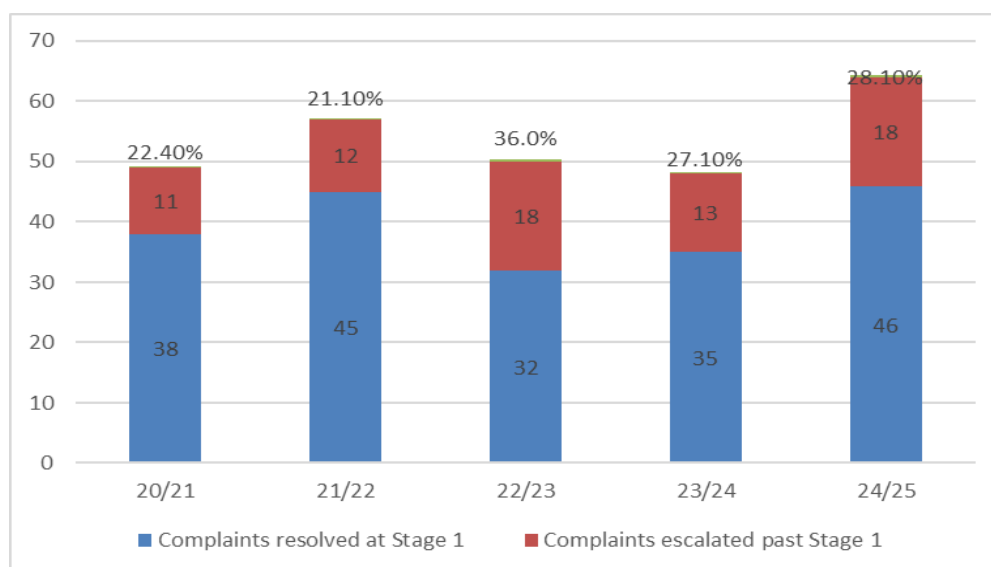
### 4.1. Total Complaints

The number of complaints received by the Council in 2024/25 was 64. This is the highest in the last five years. There were also 14 complaints against Nottinghamshire County Council, not included in the total above. These were generally about highways issues and were duly passed on via the appropriate channels.



**Total Complaints Year by Year**

### 4.2. Escalation of Complaints



**Percentage of complaints escalated past Stage 1**

The standard of response at Stage 1 remains high and, more often than not, the complaint is concluded at this stage. However, 18 out of 64 complaints were escalated to Stage 2, the subjects being:

- Council Tax related (seven)
- Planning application / decision / communications / enforcement (five)
- Environmental Health enforcement (two)
- Housing allocation / decision (two)
- Accessibility of communication (two).

The percentage of escalations past Stage 1 in 2024/25 is 28.1% (18 out of 64) – slightly higher than last year 27.1% (13 out of 48).

#### 4.3 Complaints handling – Timeliness

60 out of 64 complaints in 2024/25 were answered within target time (stage 1 and 2). There were also a few cases where there were unavoidable delays in responding to complaints, but in these instances, the complainants were informed. Figures for each service area are shown in the table below.

| <b>Service Area</b>                    | <b>Total Complaints</b> | <b>In Target Time (10 working days)</b> | <b>%</b>      |
|----------------------------------------|-------------------------|-----------------------------------------|---------------|
| <b>Development and Economic Growth</b> | 17                      | 15                                      | 88.2%         |
| <b>Neighbourhoods</b>                  | 26                      | 24                                      | 92.3%         |
| <b>Finance and Corporate Services</b>  | 20                      | 20                                      | 100%          |
| <b>Chief Exec's Department</b>         | 1                       | 1                                       | 100%          |
| <b>Total</b>                           | <b>64</b>               | <b>60</b>                               | <b>93.75%</b> |

#### 4.4 Local Government and Social Care Ombudsman (LGSCO) Statistics

Occasionally, complainants escalate their complaints to the LGSCO. This is an option when the Council's process has been exhausted and the customer still does not consider that they have achieved a satisfactory outcome.

During 2024/25, the LGSCO received no complaints about services offered by Rushcliffe Borough Council, this compares favourably with neighbouring authorities (see table below).

| Local Authority           | Total detailed investigations | Upheld | Not upheld |
|---------------------------|-------------------------------|--------|------------|
| Rushcliffe                | 0                             | 0      | 0          |
| Ashfield                  | 2                             | 0      | 2          |
| Bassetlaw                 | 0                             | 0      | 0          |
| Broxtowe                  | 5                             | 5      | 0          |
| Gedling                   | 2                             | 2      | 0          |
| Mansfield                 | 2                             | 0      | 2          |
| Newark & Sherwood         | 1                             | 1      | 0          |
| Charnwood                 | 2                             | 2      | 0          |
| North West Leicestershire | 1                             | 0      | 1          |
| Melton                    | 2                             | 0      | 2          |
| Erewash                   | 4                             | 3      | 1          |
| South Kesteven            | 0                             | 0      | 0          |

#### 4.5 Distribution of complaints between service areas

The table in **Appendix 1** gives brief details of the complaints received during the year 2024/25, how they were distributed across the Council's four service areas, whether they were resolved at Stage 1 or Stage 2.

#### 4.6 Complaints Monitoring

Although we do send out monitoring forms where appropriate, none were returned. Therefore, we did not get a picture of how complainants felt their complaints were handled.

The level of response to the short questionnaire asking 'how did we do?' has always been very sporadic, and as such, firm conclusions are difficult to draw. The feeling is that where a problem has been easy to fix, and the customer has got their desired outcome, satisfaction tends to be higher. Where the complaint involves a protracted case, involving services such as benefits or planning, the complaint is as of a result of misinterpretation/ misunderstanding of policy, and so satisfaction tends to be much lower.

## 4.7 Compliments

The number of recorded compliments has decreased compared to the previous year. The distribution among service areas is shown in the table below, along with a comparison to last year:

| Service Area                    | Number of Compliments 2024/25 | Number of Compliments 2023/24 |
|---------------------------------|-------------------------------|-------------------------------|
| Chief Exec's Dept               | 0                             | 4                             |
| Finance and Corporate Services  | 36                            | 42                            |
| Neighbourhoods                  | 112                           | 123                           |
| Development and Economic Growth | 48                            | 34                            |
| <b>Total</b>                    | <b>196</b>                    | <b>203</b>                    |

## 5 Risk and Uncertainties

Serious reputational damage could be suffered if the Council fails to respond appropriately to complaints. Training is offered to those investigating and responding to complaints, and support is given to individuals during the process to ensure a thorough investigation is undertaken and the response to the complainant is clear, complete and customer focused.

## 6 Implications

### 6.1 Financial Implications

On rare occasions, compensation may be provided when individuals incur financial loss due to an error made by the Council.

### 6.2 Legal Implications

Should complainants remain dissatisfied after the Council has concluded its investigation, they can take their complaint to the Local Government and Social Care Ombudsman.

### 6.3 Equalities Implications

The Council and its officers strive to treat each complaint on its merits.

### 6.4 Section 17 of the Crime and Disorder Act 1998 Implications

There are no direct Section 17 implications arising from the recommendations of this report.

#### 6.4. Biodiversity Net Gain Implications

There are no biodiversity net gain implications arising from the recommendations of this report.

#### 7. Link to Corporate Priorities

|                    |                                                                                   |
|--------------------|-----------------------------------------------------------------------------------|
| The Environment    | The successful resolution of complaints supports all of the Council's priorities. |
| Quality of Life    |                                                                                   |
| Efficient Services |                                                                                   |
| Sustainable Growth |                                                                                   |

#### 8. Recommendations

It is recommended that the Corporate Overview Group:

- a) scrutinise the data provided in relation to customer feedback in 2024/25
- b) consider whether the data in specific areas requires further investigation or scrutiny.

|                                                    |                                                                                                                   |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>For more information contact:</b>               | Charlotte Caven-Atack<br>Service Manager – Corporate Services<br>0115 914 8278<br>ccaven-attack@rushcliffe.gov.uk |
| <b>Background papers Available for Inspection:</b> | None                                                                                                              |
| <b>List of appendices (if any):</b>                | <b>Appendix 1</b> – Complaints by Service Area                                                                    |

## Appendix 1

| Service Area                    | Number of Complaints | Subject of complaint                                                                                                                                                                                                                                  | Resolved at Stage 1 or 2                                                                                                                                                                         |
|---------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Chief Executive's Department    | 1                    | 1 x Complaint about Councillors                                                                                                                                                                                                                       | 1 x stage 2                                                                                                                                                                                      |
| Development and Growth Economic | 17                   | 5 x Planning decisions resulting from perceived poor processes<br><br>8 x Planning applications process (delay / communication)<br><br>4 x Enforcement                                                                                                | 3 x stage 1<br>2 x stage 2<br><br>5 x stage 1<br>3 stage 2<br><br>4 x stage 1                                                                                                                    |
| Neighbourhoods                  | 26                   | 6 x Enforcement issues<br><br>3 x Staff<br><br>1 x Streetwise – bulky waste collection<br><br>5 x Housing Applications<br><br>3 x Private housing<br><br>4 x Waste collection<br><br>2 x Home Alarms<br><br>1 x Play Area Survey<br><br>1 x Treeworks | 4 x stage 1 2<br>x stage 2<br><br>3x stage 1<br><br>1 x stage 1<br><br>3 x stage 1 2<br>x stage 2<br><br>3 x stage 1<br><br>4 x stage 1<br><br>2 x stage 1<br><br>1 x stage 1<br><br>1 x stage 2 |
| Finance and Corporate Services  | 20                   | 13 x Council Tax issue / bailiff<br><br>2 x Business Rates<br><br>4 x Benefits Council Tax Reduction<br><br>1 x Non-accessible content of Rushcliffe Reports                                                                                          | 7 x stage 1<br>6 x stage 2<br><br>2 x stage 1<br><br>3 x stage 1 1<br>x stage 2<br><br>1 x stage 2                                                                                               |