5 Spanish Government Human Complaints

38

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22

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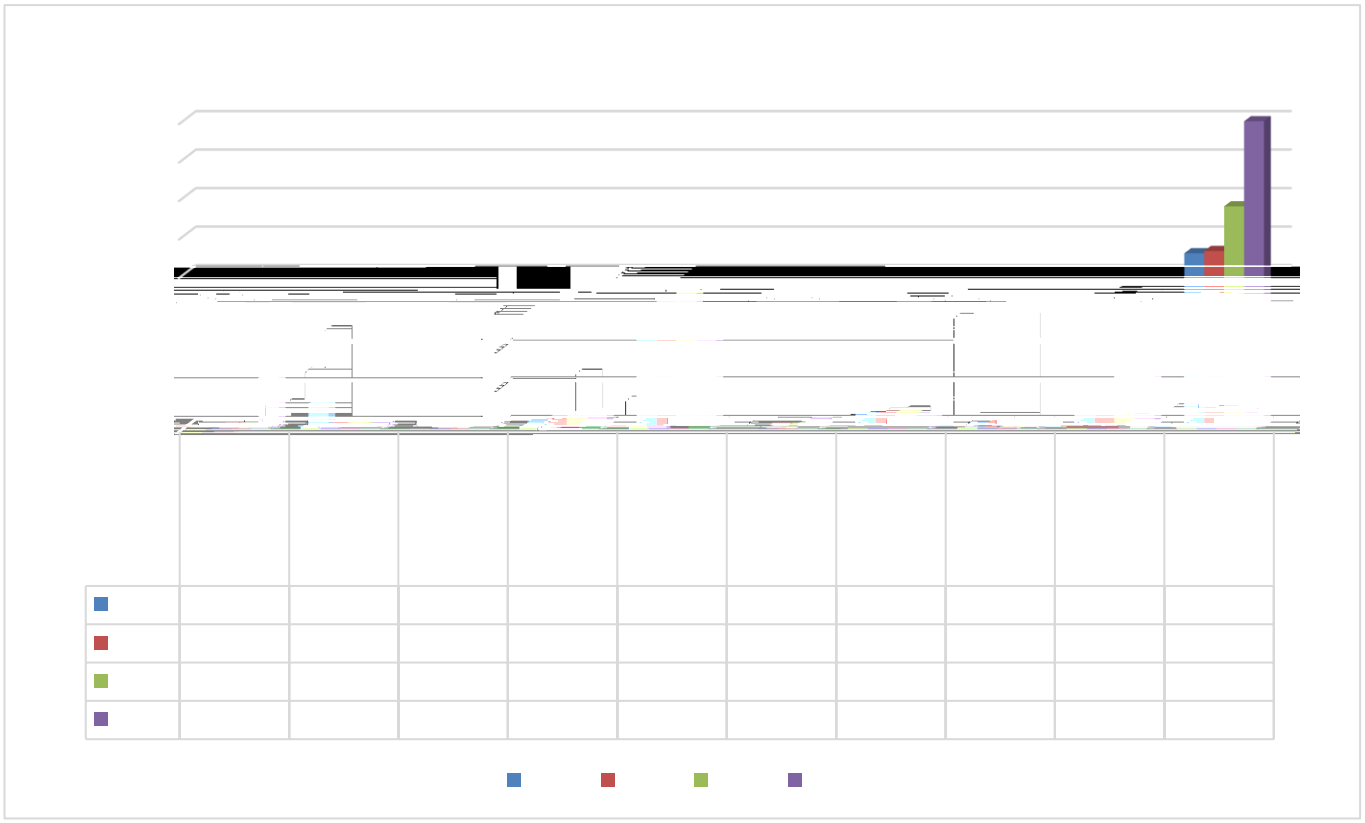
7. Total Number of Corporate Representations Received

8. Representations received by Directorate



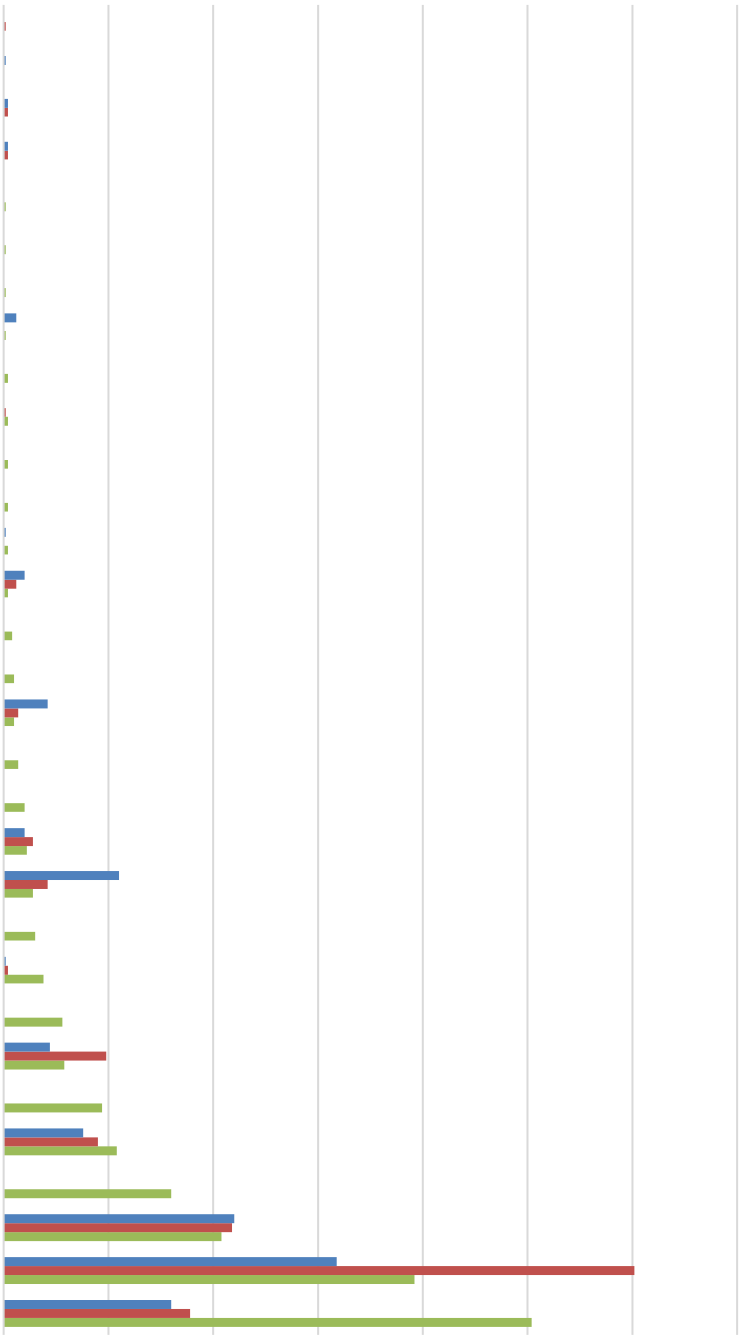
9. Representations by Service Area

Economy and Infrastructure, 2023-24

	Q1	Q2	Q3	Q4	Total 2324
					1
					2
					1
					1
					2
					4
					1
	1	1	3	7	12

	Q1	Q2	Q3	Q4	Total 2324
					0
					1
					4
					0
					1
					10

11. Themes in Complaints 2023-24

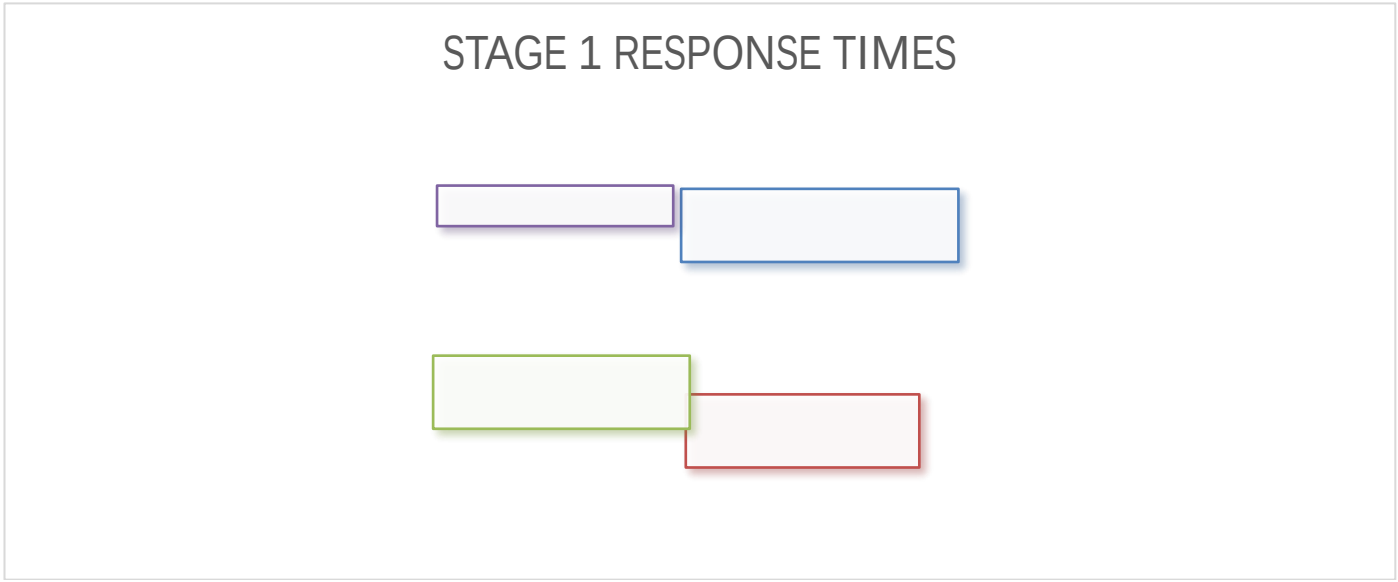


13. Stage 2 Outcomes

15. Timescales

15.1 **Stage 1**

15.1.1 The timescale for responding to a complaint at Stage 1 is 20 working days, although this year the LGSCO has published the new complaint handling code, and we are beginning to measure whether we achieve the 10-working day response time for Stage 1 complaints that the code suggests.



15.1.2 The new Local Government and Social Care Ombudsman Complaint Handling Code recommends a response time for Stage 1 complaints of 10 working days. Already, we have a compliance rate with the new code of 40.5% of the Stage 1 complaints that were progressed.

15.1.3 75.6% of the complaints progressed were responded to within the 20-day target. However, this fell from 82.8% last year. The average response time for all Stage 1 responses was 19.2 days, up from 13.37 days last year and 15 days the year before. However, the average figure has reduced across the course of this year.

Q1	Q2	Q3	Q4
25.8	18.6	15.5	15.7

15.1.4 24.4% of the complaints resolved in 23-24 progressed exceeded the 20-day target. Response times that exceeded the target varied from 21 days to 204 days. The complaints that take a much longer time to deal with can distort the average figure. The reasons for the delay are varied but can include information required from other parties or lack of requested evidence by complainant.

15.2 **Stage 2**

15.2.1 The timescale for response at Stage 2 is 25 working days.

15.2.2 The majority of Stage 2 complaints were responded to inside the 25-working day target. This includes escalations where we confirm the Stage 1 response is final (and where no further investigation takes place).

15.2.3 Several factors contributed to the exceeded time limits. The main reasons are the complexity and number of elements to some complaints and difficulties in arranging interviews with both complainants and WCC/WCF Officers.

15.2.4 Where complaints were known to exceed the standard timescales, dialogue was maintained with complainants to ensure they remained informed.

15.3 **Freedom of Information, E m**

16. Comments

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