

Wiltshire Council

Annual Complaints Report

2022-2023

Contents

Introduction 3

What is a complaint? 3

How do we handle complaints? 3

Complaints activity 2022-23 5

 Number of complaints received..... 7

 How the council handled complaints 7

 How quickly the council resolved complaints 8

Complaint outcomes 9

What did we receive complaints about? 12

 1. Children’s Services..... 12

 2. Adult Social Care..... 14

 3. Development and Building Control 15

 4. Housing 17

 5. Highways, Transport and Streetscene..... 19

 6. Revenues and Benefits 20

 7. Waste management 21

Ombudsmen findings 22

How people complained 25

Contact..... 26

Further information 26

Introduction

1. This Annual Complaints Report provides an overview of the complaints Wiltshire Council received between 1 April 2022 and 31 March 2023 and how we have dealt with them (though we have not published the names or other personal details of people who have complained).
2. Wiltshire Council welcomes feedback to help us to identify and address problems for customers, and to improve our services. We aim to deliver a complaints function that:
 - is simple for everyone to use and understand
 - is led and supported by the very top of the organisation
 - ensures excellent service standards are delivered
 - fulfils the needs of our customers
 - enables us to learn from customer feedback in order to improve
 - complies with the relevant legislation and council policy
 - focuses on fair, proportionate resolution at the earliest stage
 - works in an open-minded and impartial way.

What is a complaint?

3. Complaints can be wide-ranging, but can be defined as:
 - a failure to provide a service, or an inadequate standard of service
 - dissatisfaction with the application of a council policy
 - treatment by, or attitude, of a member of staff
 - disagreement with a decision where the customer cannot use another procedure to resolve the matter
 - the council's failure to follow the appropriate administrative process.
4. It should be noted that when an issue is raised with the council for the first time, where appropriate, it is treated as a request for a service, rather than as a formal complaint. This reflects how the customer's priority is usually to have their issue promptly resolved, rather than to make a formal complaint. However, such service requests can escalate to formal complaints if the customer remains dissatisfied.

How do we handle complaints?

5. The council has a dedicated Complaints team, sitting within Democracy, Governance and Customer Services, and the Legal and Governance directorate. The Complaints team works closely with council services to respond to and address issues raised by customers.
6. To meet its statutory obligations, the council has several complaints procedures. Customers are supported to follow the appropriate route when they submit their complaint. The procedures are as follows:

	Stage 1	Stage 2	Stage 3
<p>1. Complaints Procedure (Protocol 6 of the Constitution)</p> <p><i>For all complaints, except those falling under the procedures outlined below.</i></p>	<p>Acknowledged within 2 days</p> <p>Response from the relevant service team within 20 days* (can be extended by 10 days)</p> <p>*within 10 days for complaints about the council as a housing landlord</p>	<p>Independent investigation and written response from the Complaints team</p>	<p>Customer referral to the Local Government and Social Care Ombudsman (LGSCO)</p> <p>or</p> <p>Housing Ombudsman (HO) for independent review.</p>
<p>2. Children's Statutory Complaints Procedure</p> <p><i>For complaints regarding the council's actions under the Children Act 1989, which generally includes assessments and services regarding:</i></p> <ul style="list-style-type: none"> • <i>Children in need</i> • <i>Looked after children</i> • <i>Special Guardianship support</i> • <i>Post-adoption support</i> 	<p>Acknowledged within 2 days</p> <p>Response from the relevant service team within 20 days (can be extended to 30 days)</p>	<p>Independent investigation and written response from the Complaints team, overseen by an independent person, within 25 days</p>	<p>Consideration by Independent Review Panel within 30 days</p>
<p>3. Adult Social Care Statutory Complaints Procedure</p> <p><i>For complaints regarding the council's provision of Adult Social Care services.</i></p>	<p>Acknowledged within 2 days</p> <p>Response from the relevant service team within 6 months (best practice within 20 days)</p>	<p>Customer referral to the Local Government and Social Care Ombudsman (LGSCO) for independent review</p>	<p>N/a</p>
<p>4. Pension complaints</p>	<p>Response from the adjudicator (a person</p>	<p>Response from the referee (cannot be the</p>	<p>Complainant referral to The Pensions</p>

<i>For complaints about decisions made by the employer and/or Wiltshire Pension Fund regarding pensions.</i>	nominated by the body whom the complaint is against) within 2 months Extension permitted	same as the adjudicator) within 2 months Extension permitted	Ombudsman (TPO) for independent review
<p>The council also considers complaints regarding:</p> <ul style="list-style-type: none"> • Elected or co-opted members of local councils in Wiltshire • The Wiltshire Police and Crime Commissioner. <p><i>These types of complaint are dealt with under separate procedures and are not covered within this report.</i></p> <p><i>Please see the council's complaints webpage for further information.</i></p>			

Complaints activity 2022-23

- 7. This report provides an overview of complaints received by the council during the period **1 April 2022 to 31 March 2023**. It also outlines other contacts received by the Complaints team that were resolved without a formal complaints procedure being followed. Typically, these complaints were handled as ‘service requests’, where the Complaints team direct the customer to the appropriate service for resolution of their problem.
- 8. It should be noted that all council teams may receive customer ‘complaints’ directly and, where these are resolved outside of a formal complaints procedure, they are not captured in this report.

Key headlines – 2022/23

- Complaints have **increased** by 12% (43) since 2021-22, ending the gradual decline seen since 2018-19. A rise in complaints received relating to the council’s Special Educational Needs and/or Disabilities (SEND) & Inclusion service more than accounts for this overall increase.
- Complaints resolved as ‘service requests’ have also **increased** by 35% to 1,787, the highest annual total during the past 5 years.
- The number of complaints resolved at Stage 1 of the corporate Complaints Procedure continues to steadily **decrease**.
- The number of complaints resolved at Stage 2 of the corporate Complaints Procedure has **increased** by 43% since 2021-22.
- The service areas attracting the highest numbers of **formal complaints** were:

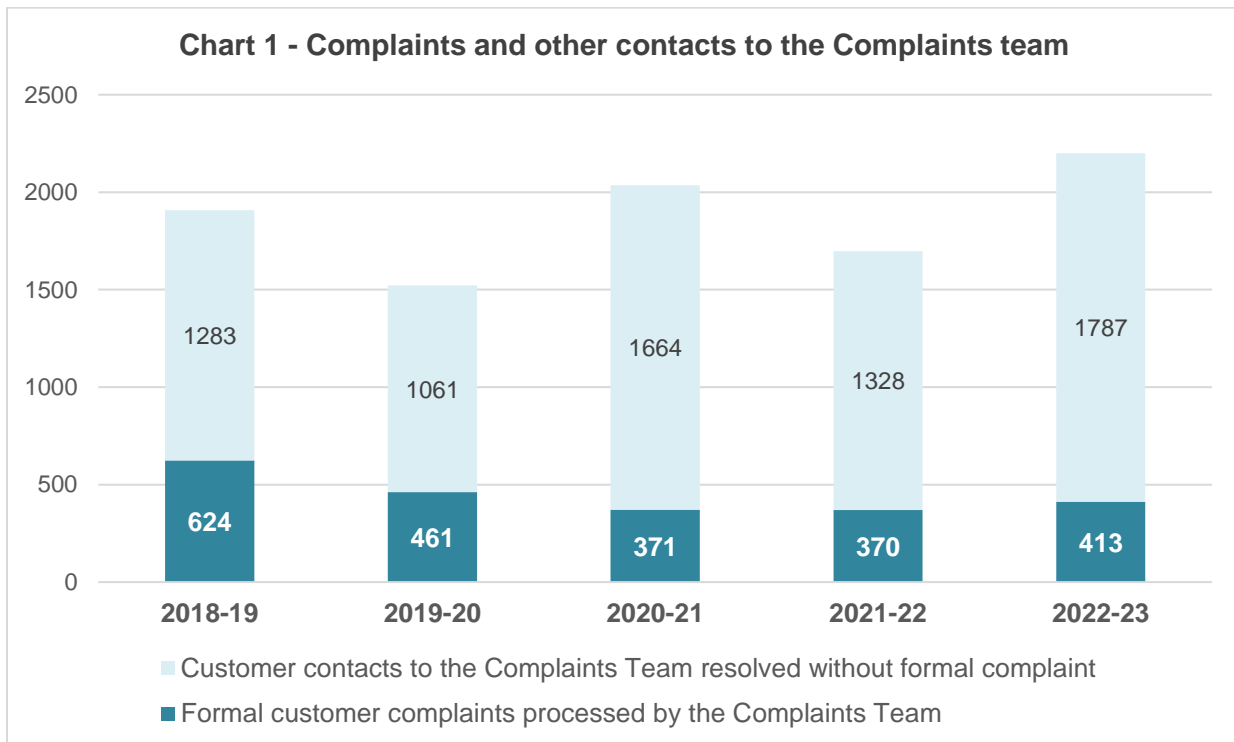
1. **Children's Services**¹ (148) – an increase of 68% on the previous year and the highest annual total over the last five years.
 2. **Adult Social Care** (74)² – an increase of 16% on the previous year, ending the gradual decline seen since 2018.
 3. **Development and Building Control** (60) – a decrease of 15% on the previous year.
- The service areas attracting the highest numbers of complaints that were **resolved informally** (i.e. as **service requests**) were:
 1. **Waste Management** (387) – an increase of 51% on the previous year
 2. Highways, Transport and Streetscene (307) – an increase of 31% on the previous year
 3. **Housing** (195) – an increase of 40% on the previous year.
 - There was small **increase** to the percentage of complaints upheld or partially upheld by the council.
 - There was a 10% **increase** in the number of complaints about the council received by the LGSCO, but a **decrease** in those requiring investigation.
 - The percentage of complaints about the council upheld by the LGSCO **decreased** by 2%, while the percentage of complaints upheld about other unitary councils **increased** by 8%
 - The council paid £8,750 in financial remedies following recommendations from the LGSCO, £6,900 of which related to delays in the issuing of Emotional Health and Care Plans (EHCPs).
 - The council complied with **all** LGSCO recommendations following upheld complaints .

¹ Throughout the report, 'Children's Services' refers to the Children and Families, and Education and Skills directorates.

² Throughout the report, 'Adult Social Care' refer to the Ageing and Living Well, and Wholelife Pathway diectorates.

Number of complaints received

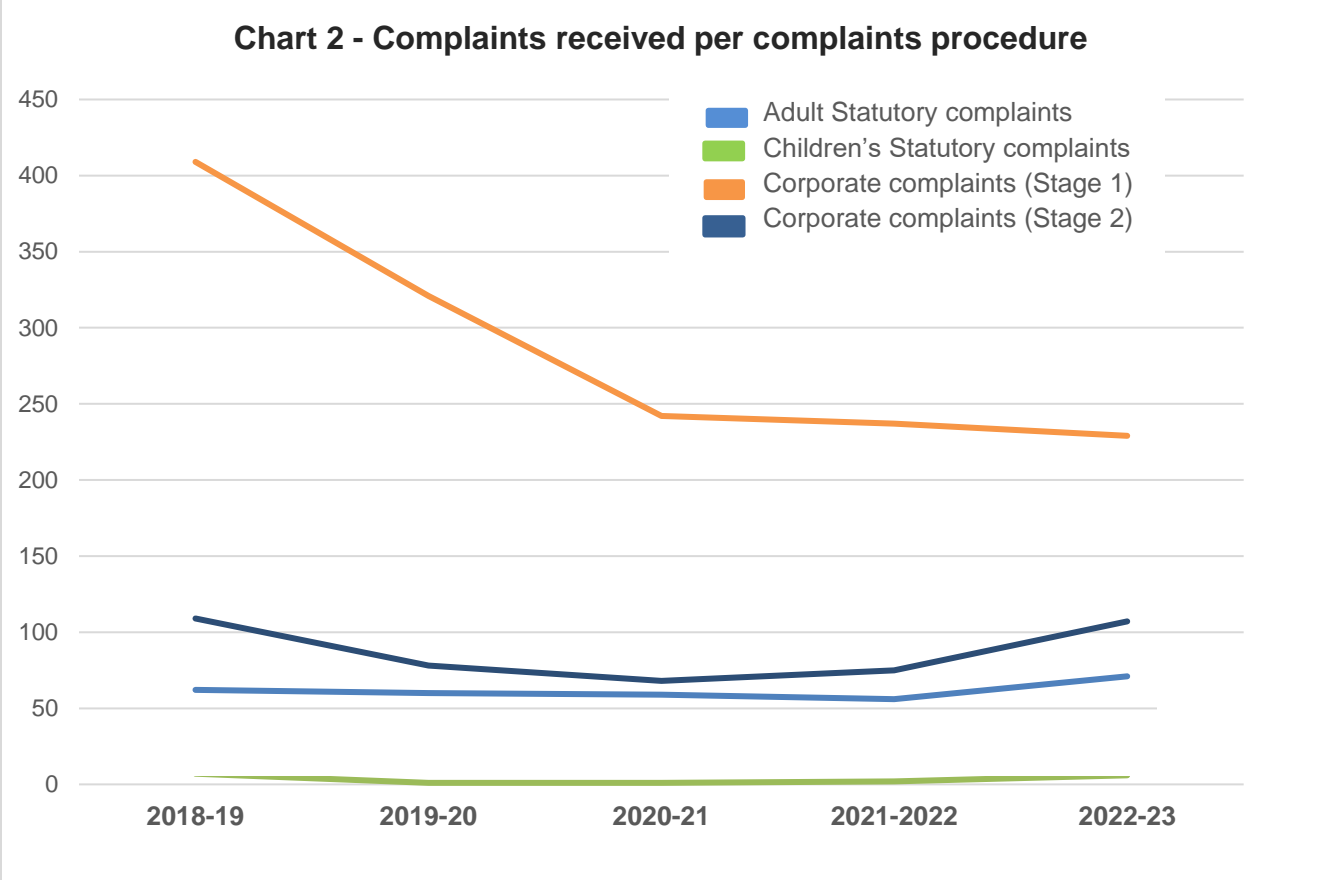
9. As **Chart 1** shows, in 2022-23 the council handled 413 complaints through its formal procedures. This represents an increase of 12% on the previous year and ends the gradual decline in complaints received annually over the past five years. Complaints about Children's Services accounted for 46% of this increase, with the rest of the increase shared across multiple services. If complaints about SEND & Inclusion had remained at 2021-22 levels, there would have been an overall reduction in complaints to the council of 3%.
10. There were also 1,787 customer contacts to the council's Complaints team that were resolved without a formal complaint. This represents an increase of 35% on the previous year. The vast majority of the increase relates to contacts regarding Waste Management (51% increase), Highways, Transport and Streetscene (31% increase) and Housing (40% increase).
11. The percentage of contacts to the Complaints team that were taken through a formal complaints procedure decreased from 28% in 2021-22 to 23%.



How the council handled complaints

12. **Chart 2** shows how complaints were handled under the council's various complaints procedures over the past four years.

- 13. The number of complaints resolved at **Stage 1** of the corporate Complaints Procedure **reduced** slightly, while the number progressing to **Stage 2** **increased** by 43%.
- 14. The number of complaints handled under the statutory Adult Social Care procedure **increased** by 27%.
- 15. The number of complaints handled under the statutory Children’s procedures is **stable**.

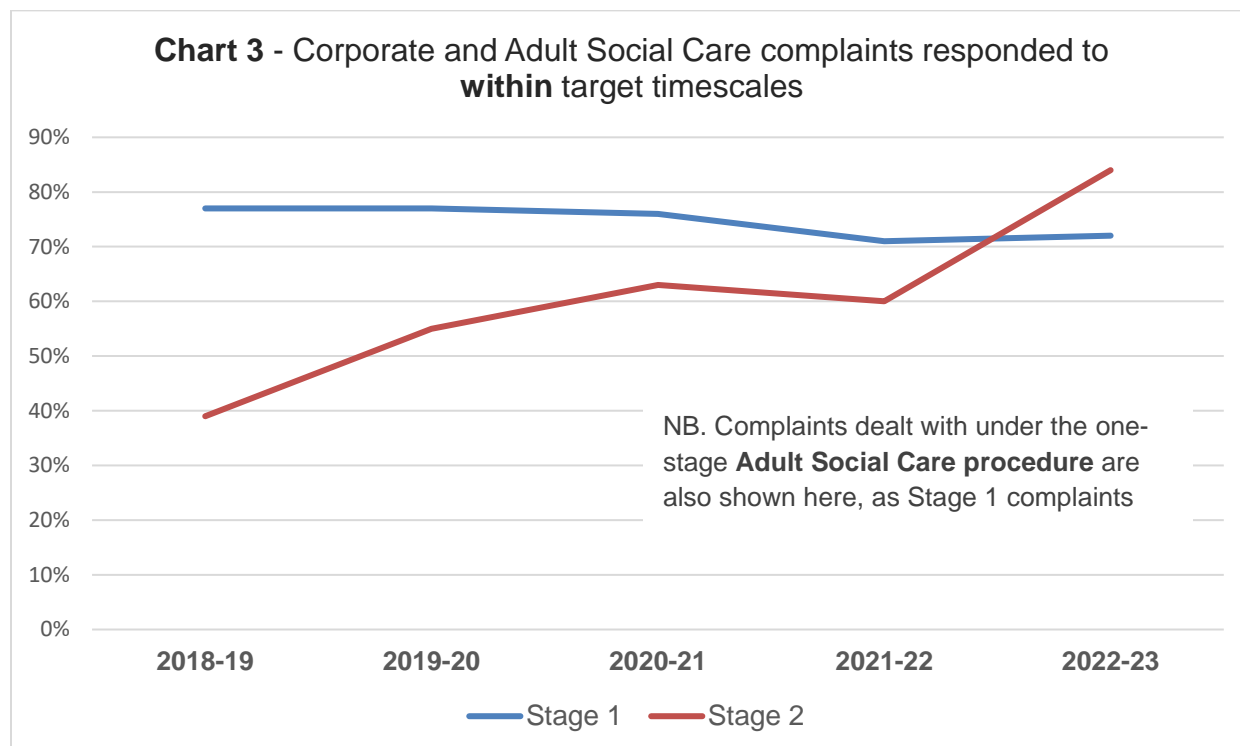


How quickly the council resolved complaints

- 16. The council’s complaints procedures include target timeframes for providing substantive responses to complainants (see paragraph 6 for details).
- 17. **Chart 3** shows the percentage of complaints for which responses were provided within those target timeframes. Stage 1 responses are provided by the appropriate service area. If the complainant remains dissatisfied, a Stage 2 investigation is undertaken by the Complaints team who then provide a further response.
- 18. Complaints dealt with under the Adult Social Care statutory procedure, which is a one-stage process, are reflected in Chart 3 as Stage 1 complaints. The statutory

timeframe for responding to complaints under this procedure is six months, but the council aims to respond within the same timescales as for corporate complaints.

19. In 2022-23, **slightly more** responses to Stage 1 complaints, and **significantly more** response to Stage 2 complaints, were provided on time than in 2021-22. This reflects an increased corporate focus on meeting these timescales, particularly within the Complaints team, which provides responses at Stage 2.

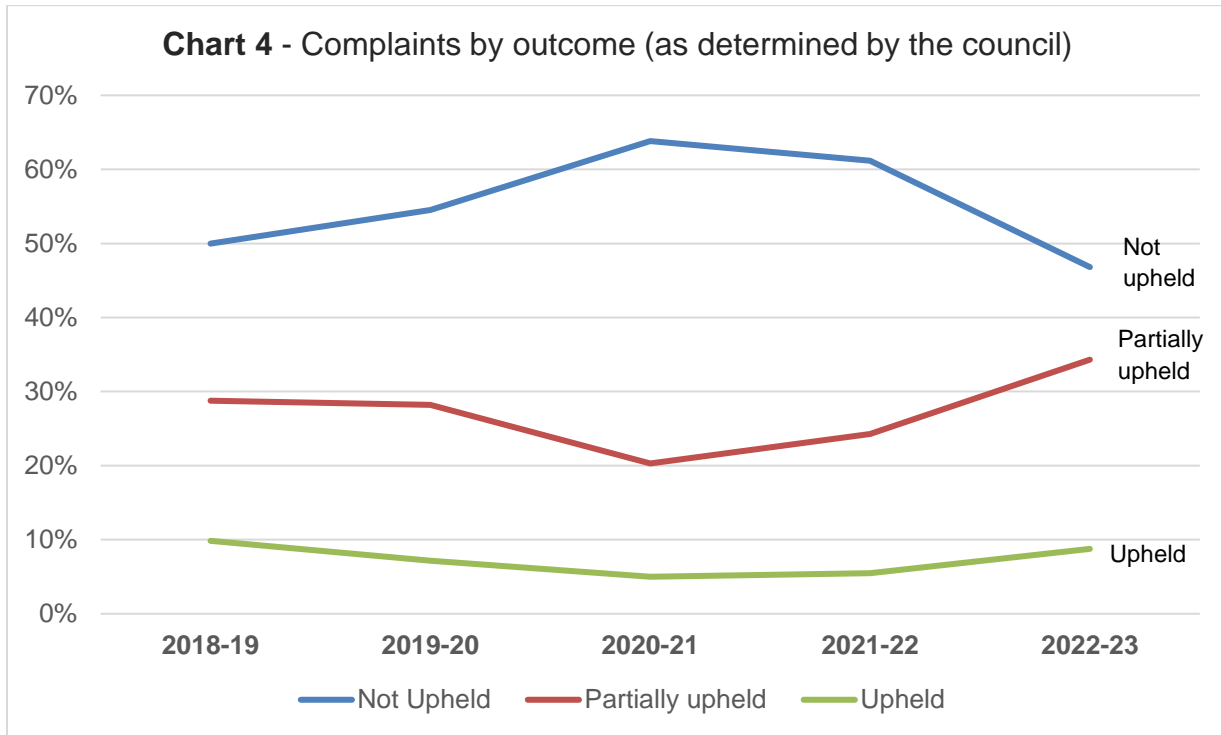


Complaint outcomes

20. Once a complaint is resolved, it is labelled by the council as 'upheld', 'partially upheld' or 'not upheld'. For those complaints that are upheld or partially upheld, some form of remedial action is taken, such as provision of a service and an apology to the complainant.
21. **Chart 4** shows the outcomes of complaints, as determined by the council³. In 2022-23:
- 47% of complaints were **not upheld** by the council
 - 34% were **partially upheld** by the council
 - 9% were **upheld** by the council.

³ Unfortunately the data here is incomplete, with only 376 of the 413 complaints received being assigned an outcome. The council is currently developing a new complaints casework management system, which will improve complaints data recording and reporting.

22. This represents a small **increase** in the percentage of complaints being upheld, a more significant **increase** in complaints being partially upheld, and a **decrease** on the percentage of complaints not being upheld, since 2021-22.



23. **Chart 5** shows the outcomes of individual complaints (not *complainants*) broken down by service area. This is described further under the service section below.

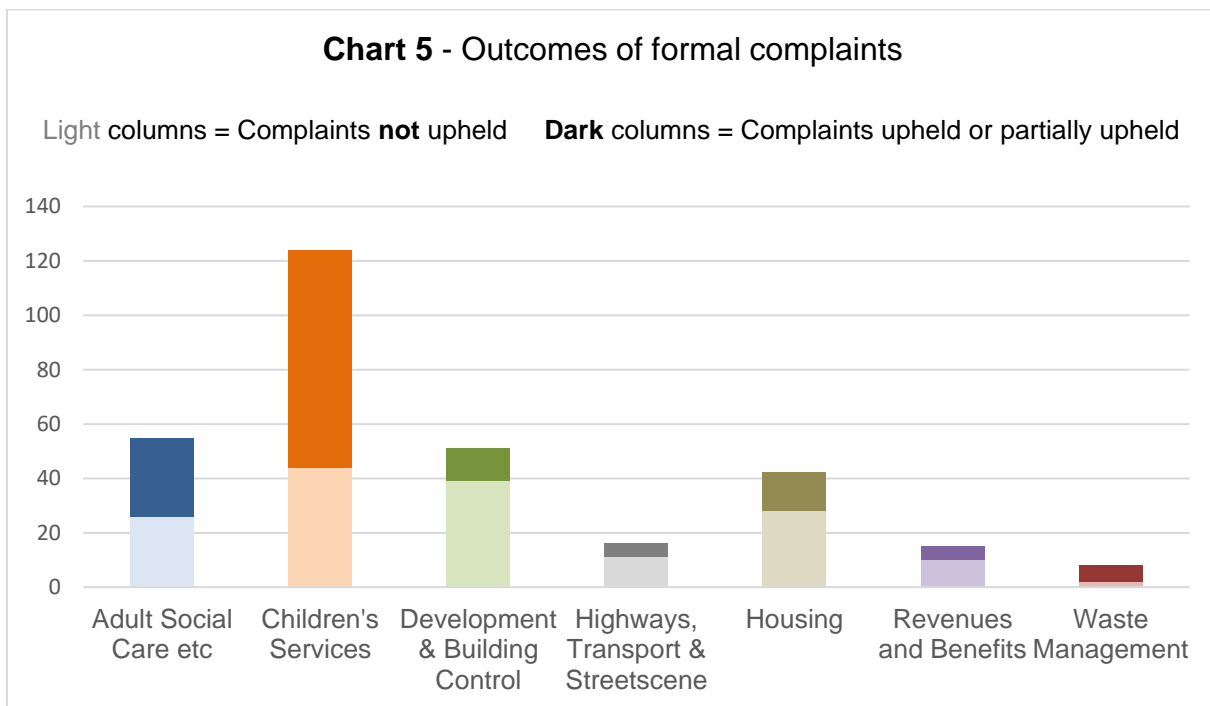
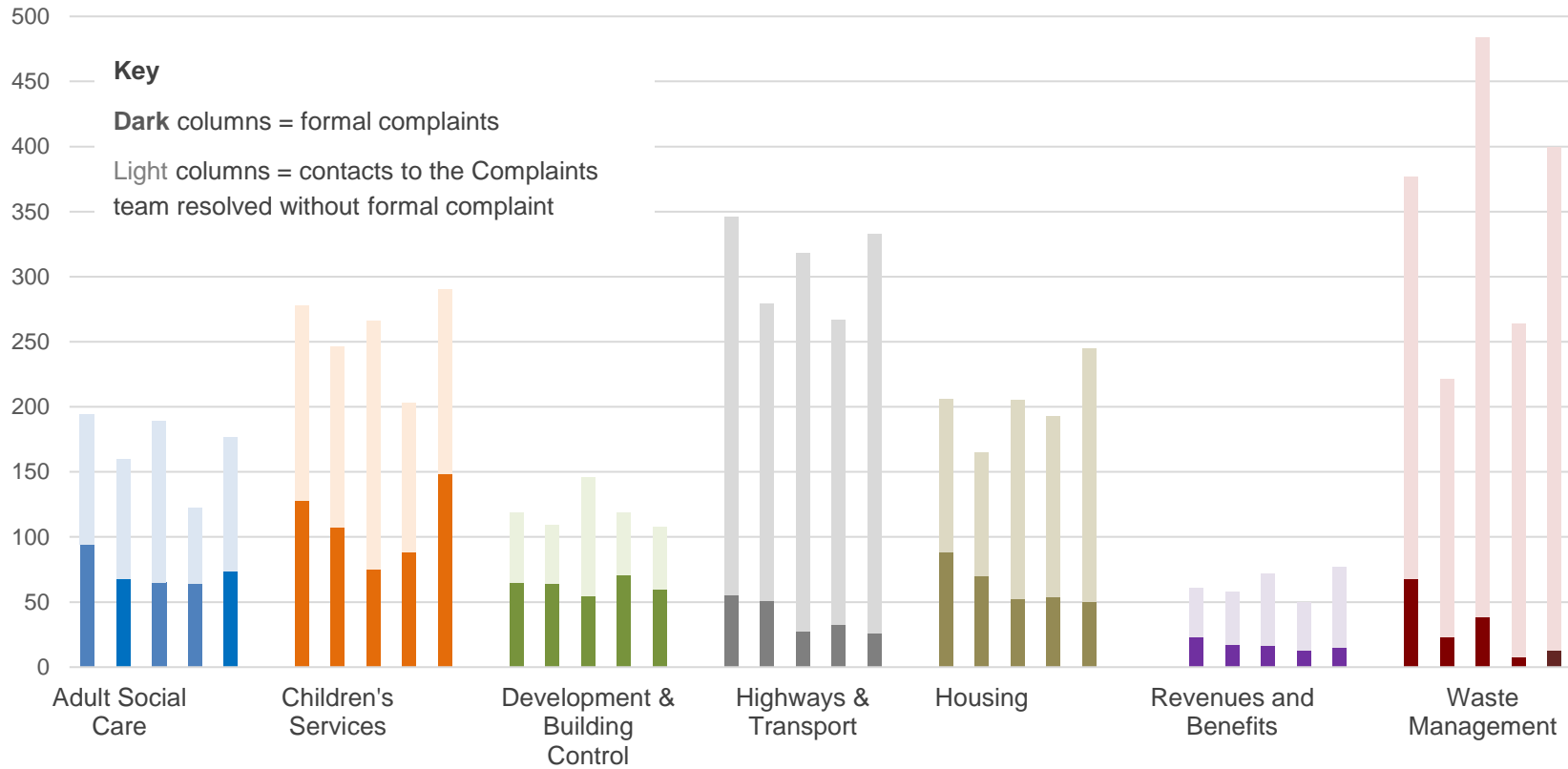


Chart 6 - Complaints and other contacts to the Council's Complaints team

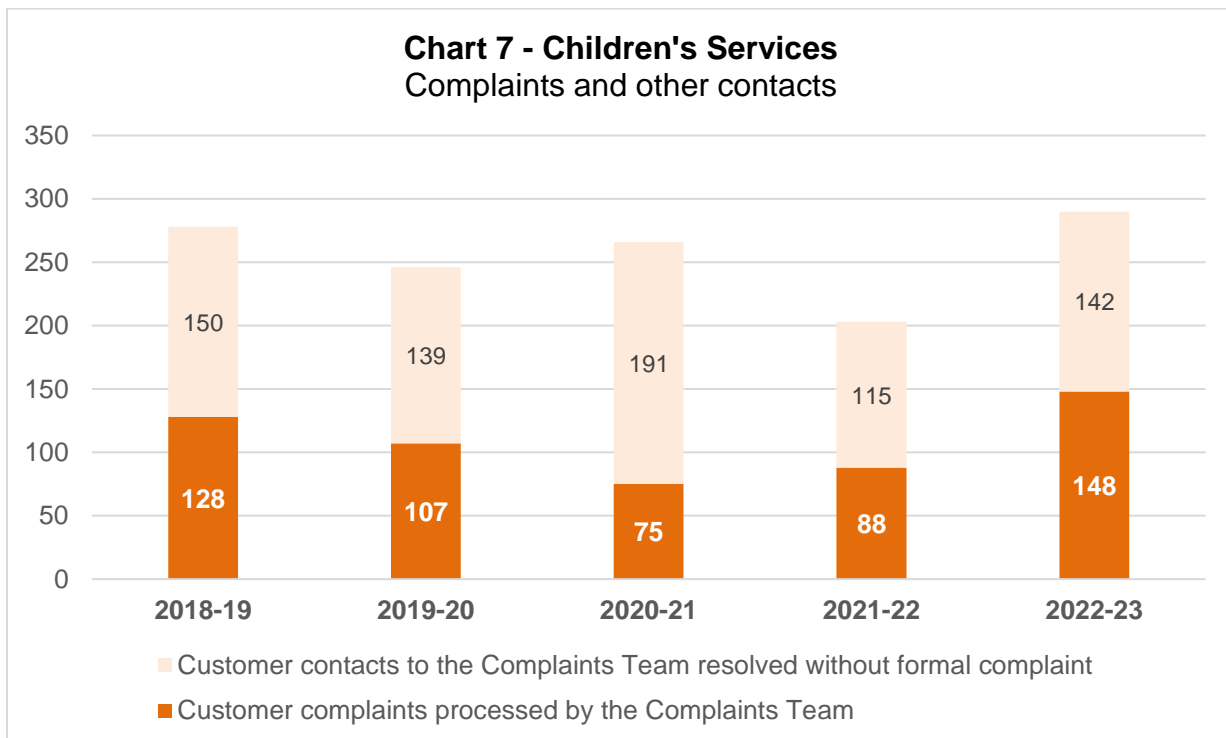


5-year figures: 2018/19 to 2022/23

What did we receive complaints about?

24. **Chart 6** (above) shows how complaints and service requests to the Complaints team were distributed across the **seven** council service areas that attracted the highest number of such contacts. The chart also shows the trends over the last five years.
25. It is important to note that the number of complaints received is significantly influenced by the number of residents who access the service, its importance in their lives and the impact of service decisions (e.g. child protection).
26. **Chart 6** also shows the number of contacts received by the Complaints team that were resolved outside of the formal procedures – typically as service requests. For some areas, the number of formal complaints is relatively low, while the number of service requests is high. This reflects how, for those services, most customers want to resolve their issue (e.g. address a missed bin collection) rather than pursue a formal complaint.
27. The seven service areas are presented below in descending order of the most formal complaints received.

1. Children's Services⁴



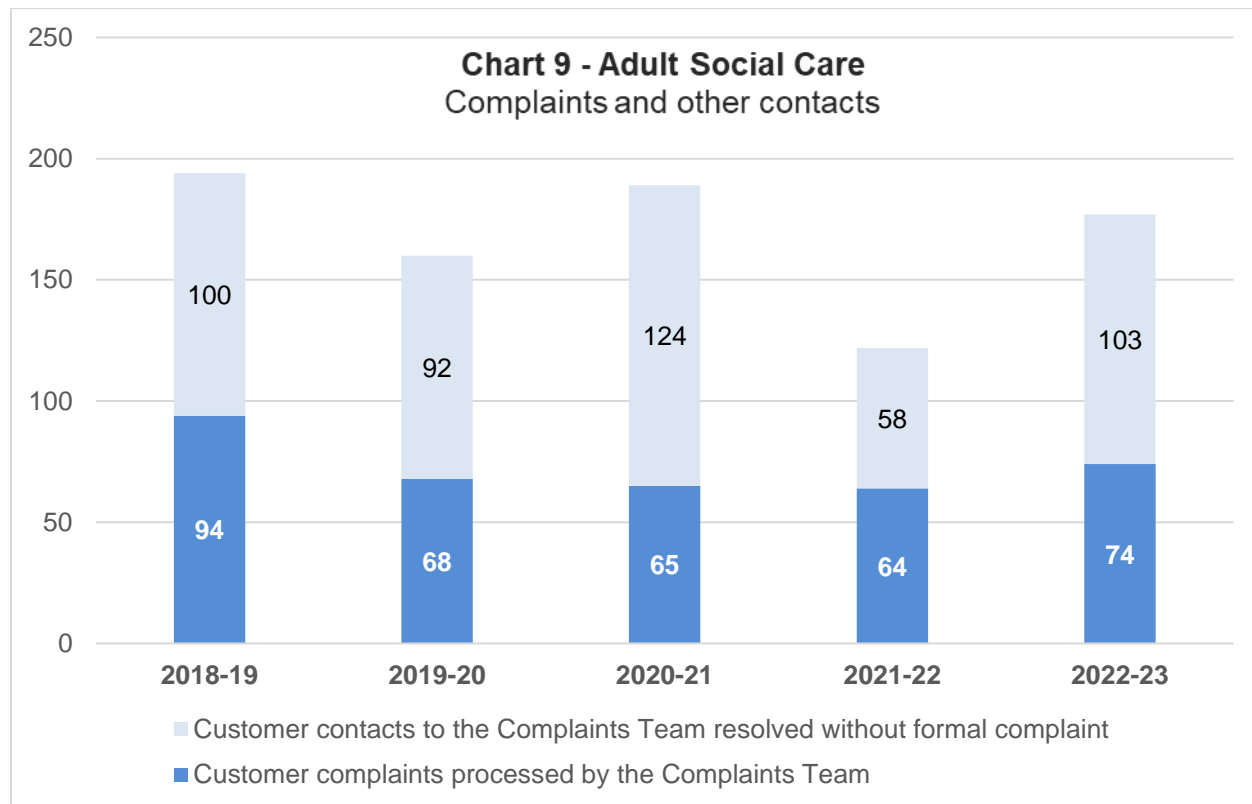
⁴ 'Children's Services' combines the Council's Children and Families, and Education and Skills directorates.

28. In 2022-23, the council handled **148** complaints about Children's Services through its formal procedures (36% of the council's total), and an **increase** of 68% on the total in 2021-22 (88 / 24%).
29. Of the 148 complaints received,
- 50 related to the Families and Children directorate, which includes the Support & Safeguarding and Children in Care functions. 42% were not upheld while 29% were either upheld or partially upheld⁵.
 - 98 related to the Education & Skills directorate, which includes the School Admissions, Early Years, Special Educational Needs and/or Disabilities (SEND) & Inclusion, School Effectiveness and Targeted Education functions. 92 of the 98 complaints related to SEND & Inclusion; an increase of 136% since 2021-22. 21% of the 98 were not upheld, while 66% were upheld or partially upheld.
30. The LGSCO received 28 complaints about the councils 'Education and Children's Services'⁶ – the most of any service area, 6 of which (24%) were upheld. Of the 6 upheld, 4 were regarding delays in the issuing of Education, Health and Care Plans, and these led to the council paying a total of £6,900 in financial remedies to customers at the recommendation of the LGSCO.
31. The SEND service has continued to experience significant demand following the pandemic and this has impacted on the timeliness of Education, Health and Care Plans (EHCPs). Contributions from education, health and care are required for every assessment received. In many cases, the statutory 20-week period has been missed and this has resulted in an increase in complaints. The service is implementing plans to improve timeliness and to provide support whilst awaiting an assessment.
32. In addition to formal complaints, there were 142 other contacts to the council's Complaints team about Children's Services that were resolved without the need for a formal complaint. This is in line with the increase seen across other services.

⁵ For 29% of complaints, the outcome was not recorded.

⁶ The way the LGSCO categorises complaints does not align precisely with the Council's directorates.

2. Adult Social Care⁷



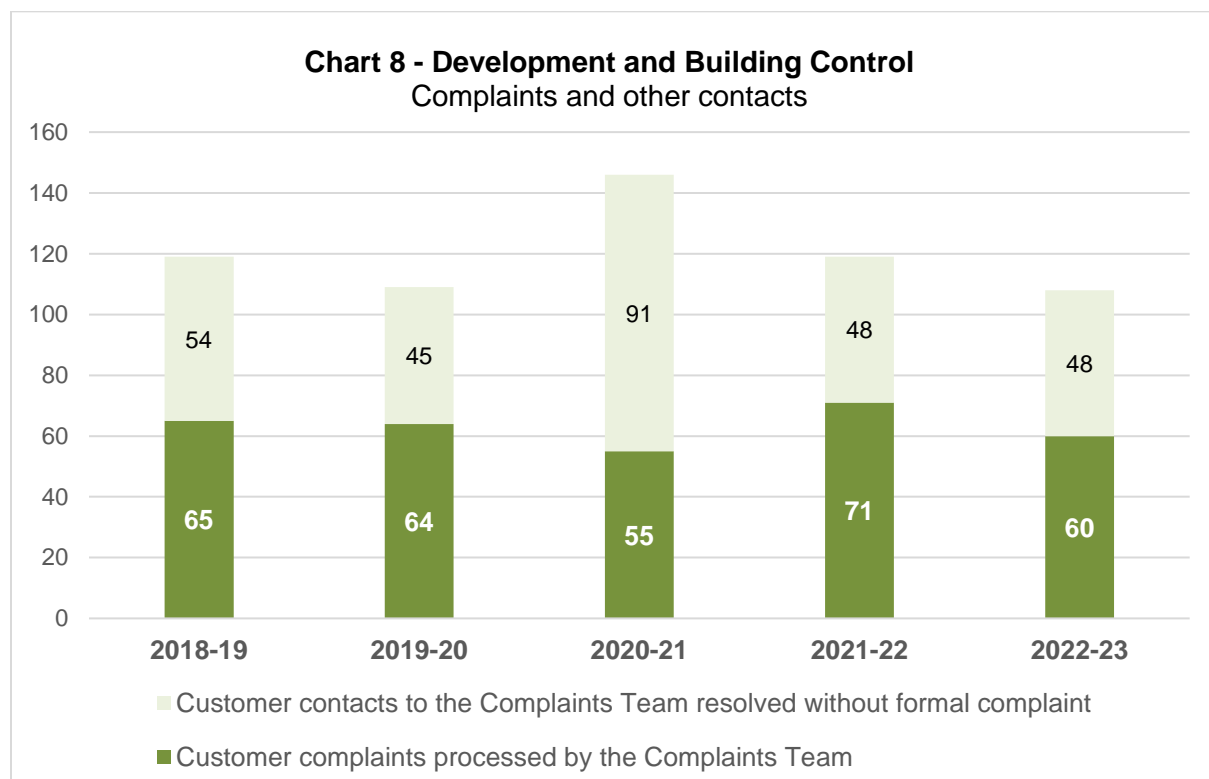
33. In 2022-23, the council handled **74** formal complaints about Adult Social Care (18% of the council's total), comprising 71 through the statutory Adult Social Care Procedure and 3 through the corporate Complaints Procedure.
34. This represents an **increase** compared with the previous year, but is consistent in terms of the percentage of complaints received by the council overall.
35. Of the 74 complaints received, 38% (29) were upheld or partially upheld, while 34% (26) were not upheld⁸.
36. The LGSCO received 13 (19) complaints about the council's 'Adult Social Care' service area – the third highest number by service area and a reduction on 2021-22 (19). Of these, 5 (38%) were upheld.
37. In addition to formal complaints, there were 103 other customer contacts to the council's Complaints team about Adult Social Care that were resolved without the need for a formal complaint. This **increase** is in line with that seen across other services.

⁷ 'Adult Social Care' combines the Ageing and Living Well, and Wholelife Pathway directorates.

⁸ For 28% of complaints, the outcome was not recorded.

38. Complaints about Adult Social Care primarily related to its locality teams (now titled Ongoing Support) (49%) and finance (19%) – a picture that is broadly **consistent** with previous years.
39. Adult social care has seen a significant increase in demand across the department. This is a result of the latent demand from covid-19 and increase in the complexity of need. The increase in complaints is consistent with increased demand for services.
40. Adult social care is proactively recruiting staff to address the increase in demand and this will reduce the number of complaints due to work being allocated in a timely manner.
41. Complaints are being proactively managed as is evidenced by 59% of complaints being managed at the informal level. Work is ongoing to ensure that concerns are being addressed at the earliest opportunity.
42. Adult social care is implementing new practice standards and a quality assurance framework to improve the quality of services that individuals receive. This will have a positive impact on the experience of people who use the service and further reduce the number of complaints.

3. Development and Building Control

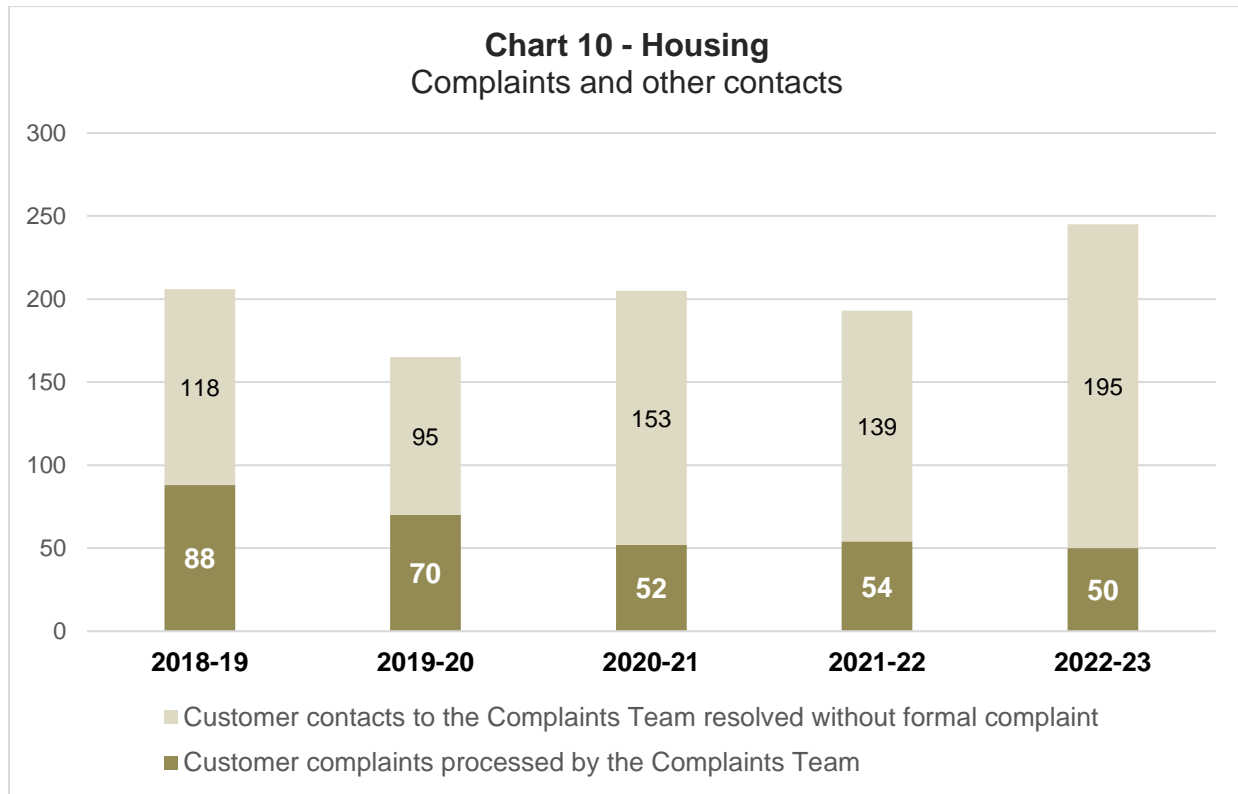


43. In 2022-23, the council handled 60 complaints about Development and Building Control through its formal procedures (15% of the council's total); a **decrease** since 2021-22 (71 / 19%).
44. Of the 60 complaints received, 20% (12) were upheld or partially upheld while 64% (39) were not upheld⁹.
45. The LGSCO received 24 complaints about the council's 'Planning and Development Control'¹⁰ service area, the second highest of any service area. Of these, 0 were upheld.
46. In addition, there were 48 other customer contacts to the council's Complaints team about Development and Building Control that were resolved without the need for a formal complaint. This is the same figure as for 2021-22.
47. Complaints about Development and Building Control in 2022-23 were concentrated on its Development Control (39%) and Enforcement (33%) functions – a picture that is **consistent** with previous years.
48. Such complaints often relate to situations where there has been disagreement between officers and interested parties on the merits of planned development or the expediency to take enforcement action. When making decisions officers must consider the policies of the development plan and planning case law, as well as the circumstances of the site.
49. In some circumstances, complaints are received about the time it has taken to handle planning or enforcement matters. Often these matters are complex and require input from a range of people both within and external to the council.
50. Whilst the service welcomes the reduction in the number of formal complaints, the recent Planning Peer Review has identified areas which may need to be looked at for improvement, and this may result in a reduction of complaints received in future years.

⁹ For 16% of complaints, the outcome was not recorded.

¹⁰ The way the LGSCO categorises complaints does not align with the Council's directorates.

4. Housing

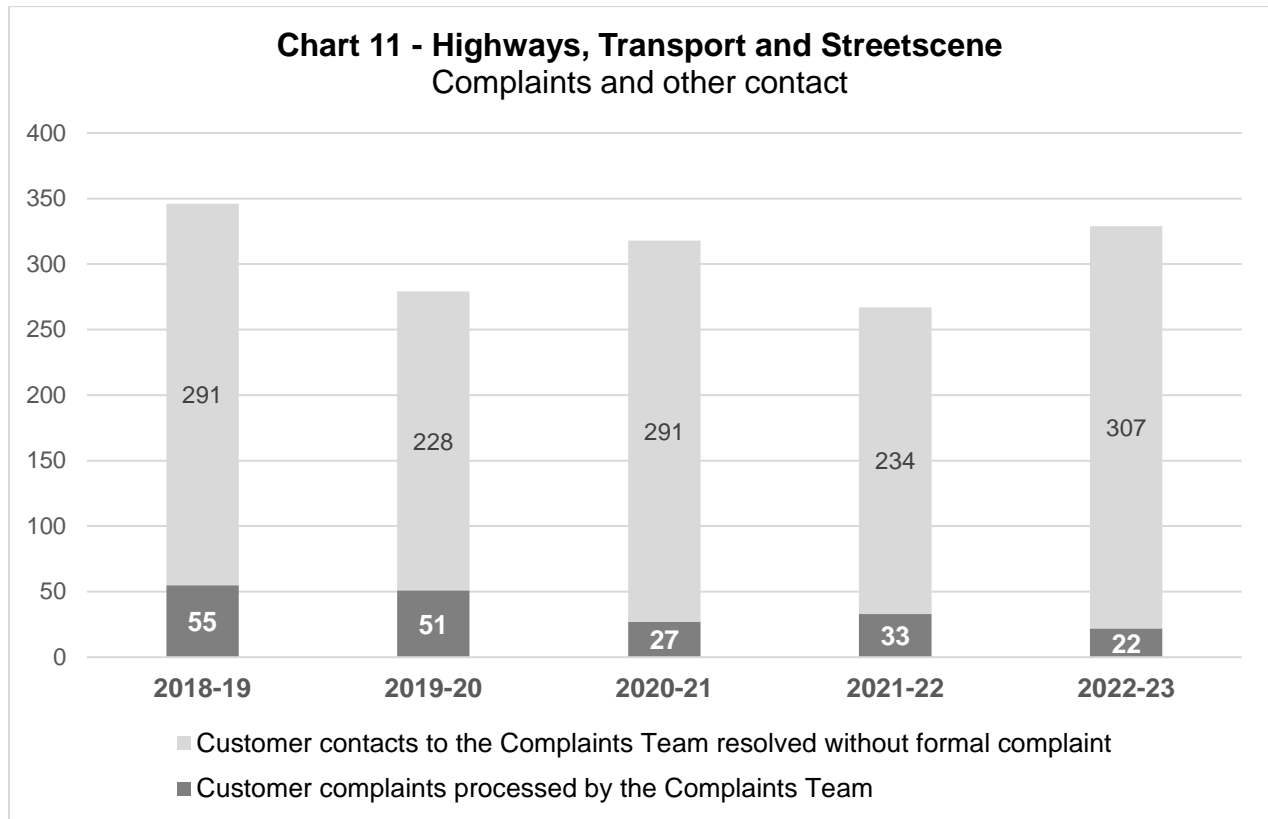


51. In 2022-23, the council handled 50 complaints about Housing through its formal procedures (12% of the council's total). This is a slight **reduction** on the number received in 2021-22. Of these 50 complaints, 70% (35) related to the council's landlord functions, 28% (14) to Housing Options & Homelessness and 2% (1) to private sector housing.
52. Of the 50 complaints received, 28% (14) were upheld or partially upheld by the council, while 56% (28) were not upheld¹¹. This is consistent with previous years.
53. Of those complaints regarding the council's landlord functions, 55% were about repairs and 23% were about tenancy matters. Issues raised included communication, inaction and damp and mould, amongst others. Regarding damp and mould, the council's Housing landlord service is undertaking specific work to meet the Housing Ombudsman's expectations in this area (set out [here](#)), including the introduction of a Tenant's Guide to Damp and Mould ([link](#)).
54. There were 195 other customer contacts to the council's Complaints team about Housing that were resolved without the need for a formal complaint – a 40% increase on those received in 2021-22. As illustrated in **Chart 5**, this represents the **third highest** number of such contacts to the Complaints team of the seven services detailed here.

¹¹ For 16% of complaints, the outcome was not recorded.

55. Across the social housing sector, it is understood that the number of complaints from tenants have increased and the council is considered to be consistent with the overall sector. The gradual reduction in the number of formal complaints received year-on-year is welcomed. The focus is on resolving customer's complaints as early as possible, effectively providing a pre-stage to the formal complaints process. To ensure compliance with the Housing Ombudsman's Complaint Handling Code, after any 'early resolution' efforts, all customers are given the option of progressing their complaint through the formal complaints procedure. A customer may at this point be happy that the problem has been resolved, but if they want a formal response letter to their original complaint, it is provided to them.
56. Housing teams use complaints data to develop services, eliminate waste and enhance customers' experience, with service improvements reported to the Housing Board ([link](#)) when appropriate.
57. Regarding complaints about Housing Advice and Lettings, there has been a 75% increase in demand in this area. A restructure has been undertaken to better meet customer needs, but the transition has seen a small increase in complaints, which was anticipated. Housing Advice, Lettings, and Private Sector Housing are now managed outside the directorate where the council's housing landlord service is managed.
58. The Housing Ombudsman requires member landlords like the council to handle complaints about its landlord functions in compliance with the Complaint Handling Code ([link](#)) and to undertake annual self-assessments that demonstrate how it is doing so. The council's 2023 self-assessment was reported to the Housing Board and can be viewed online ([link](#)).

5. Highways, Transport and Streetscene



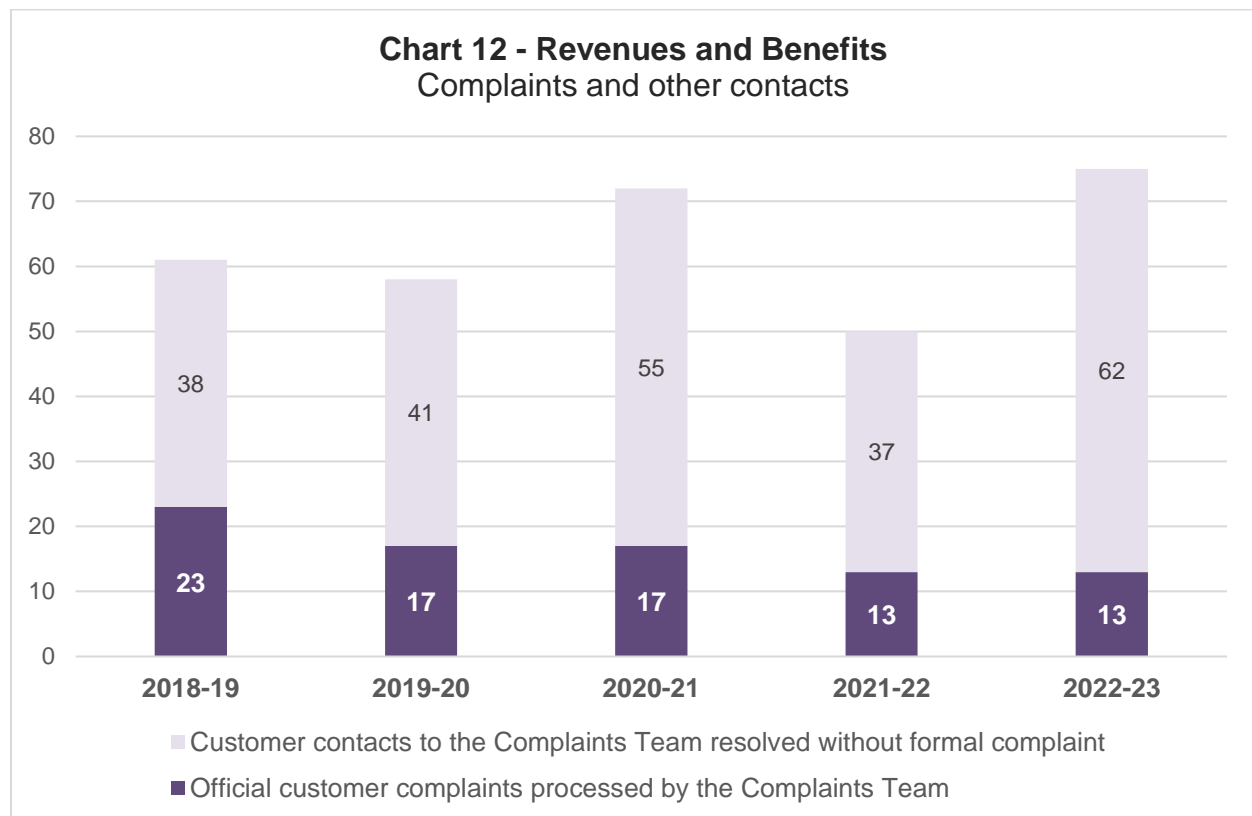
59. In 2022-23, the council handled 22 complaints about Highways, Transport and Streetscene through its formal procedures (5% of the council's total). This is a **reduction** on all previous years.
60. Of the 22 complaints received, 26% (5) were upheld or partially upheld, while 58% (11) were not upheld¹².
61. In addition, there were 307 other customer contacts to the council's Complaints team about Highways, Transport and Streetscene that were resolved without the need for a formal complaint. This is an increase of 31% on 2021-22, in line with the increase in contacts to the Complaints team overall. As illustrated in **Chart 5**, this represents the **second highest** number of such contacts of all the council services.
62. Complaints about Highways, Transport and Streetscene in 2022-23 were concentrated on its Highways (8) and Passenger Transport functions (8) (each equating to 36% of the total).
63. The service maintains over 4,400km of road and related infrastructure, along with 6,000km of public rights of way. There is considerable customer interest in issues such as routine maintenance and gully emptying where funding has been reduced

¹² For 16% of complaints, the outcome was not recorded.

over recent years. Funding is now being increased in these areas but contract inflation on the procurement of works is an issue in the longer term. Shortages of drivers and the availability of resources can affect delivery of passenger transport functions, which can result in increased complaints.

64. Following customer feedback, Highway Operations has reviewed its services, with the following outcomes:
- Parking Services review has commenced and a tendering process for new parking machines is underway;
 - New Streetscene contract;
 - Emerging strategy for Fleet Services;
 - New Highway Resilience Plan;
 - Additional funding for Streetscene local priority services; and
 - An improvement plan for fly-tip control by Enforcement.
65. Where appropriate, Highway Services continue to delegate services to the local councils to better meet local priorities.

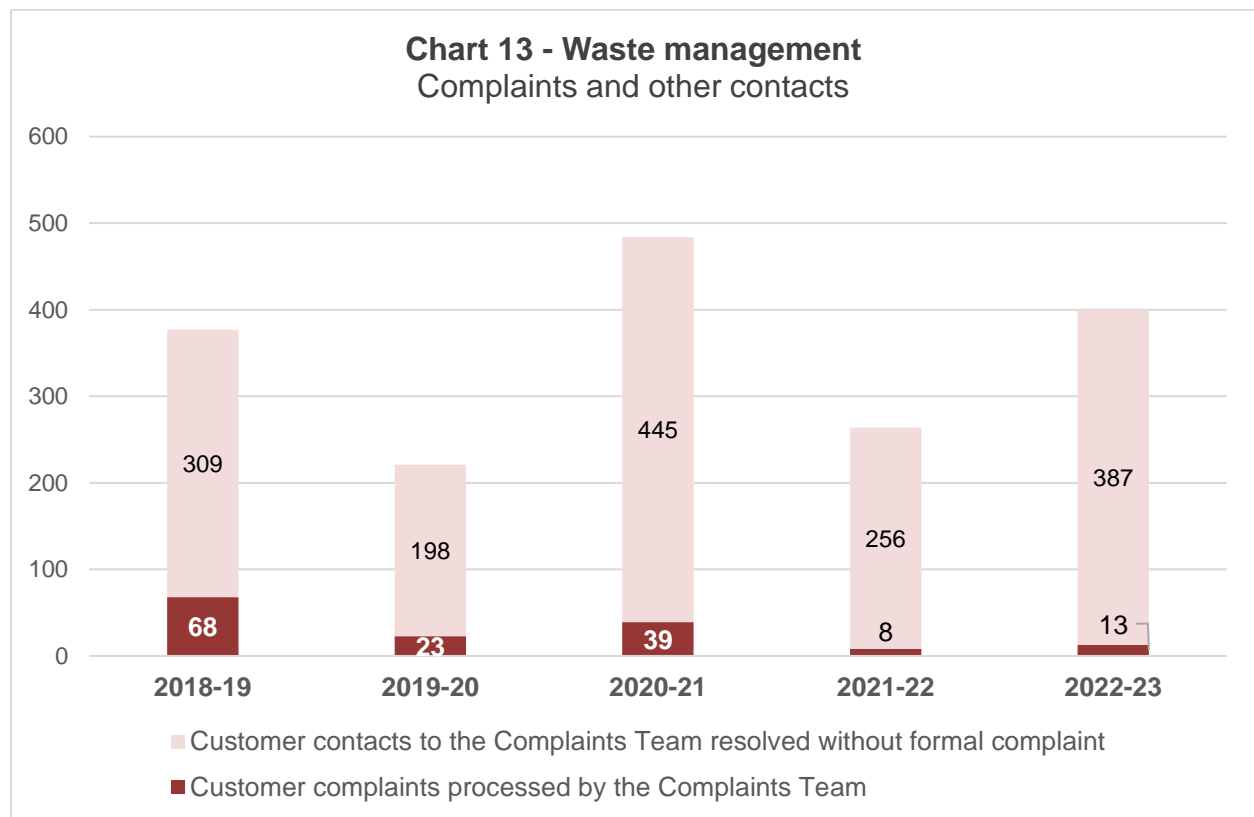
6. Revenues and Benefits



66. In 2022-23, the council handled 13 complaints about Revenues and Benefits through its formal procedures (4% of the council's total).

67. Of the 13 complaints received, 33% (5) were upheld or partially upheld by the council, while 67% (10) were not upheld by the council.
68. In addition, there were 62 other customer contacts to the council's Complaints team about Revenues and Benefits resolved without the need for a formal complaint. This is an **increase** of 68% on those received in 2021-22.
69. The team continued to provide support to households in response to the cost of living crisis; these included energy rebates to 150,000 households, the second and third iteration of the household support fund scheme and at the end of the year deliver the Energy Bills Support Scheme (EBSS) and Alternative Fuel Payment (AFP) scheme. Ensuring households received the support they needed was often complicated, leading customers to question and challenge decisions. We also had to adapt to new council tax regulations regarding the treatment of Ukranian refugees and may have responded better to these legislative changes and further reduced complaints had there not been as many schemes to deliver at the same time.

7. Waste management



70. In 2022-23, the council handled 13 complaints about Waste Management through its formal procedures (3% of the council's total).
71. In addition, there were 387 other customer contacts to the council's Complaints team about Waste management resolved without the need for a formal complaint. This is

an increase of 51% since 2021-22 and, as illustrated in **Chart 5**, represents the **highest** number of such contacts to the Complaints team of the council service areas detailed here.

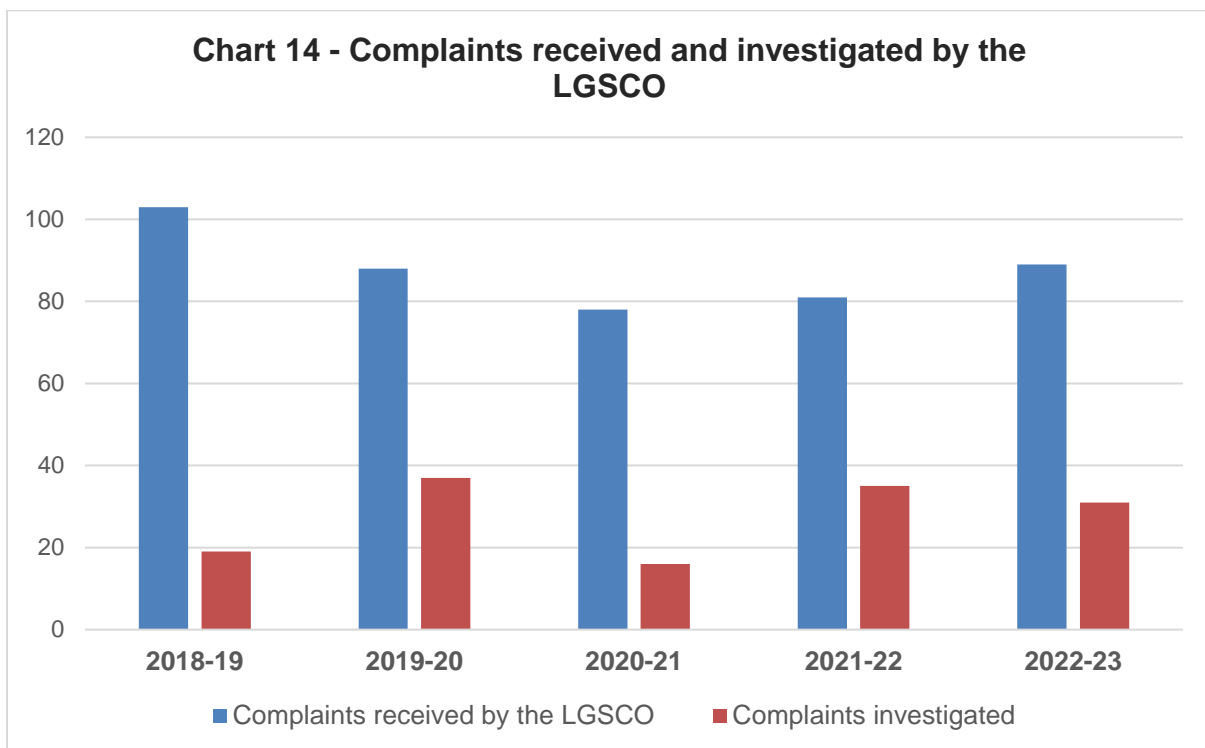
72. The Waste Management service regularly transacts with every Wiltshire household, typically providing over 1 million collections of waste, recycling and garden waste every month. The service is also responsible for contracts for the management and processing of all waste collected, including the operation of ten household recycling centres across the county. The figures shown in Chart 13 should therefore be considered in the context of the scope and scale of the services provided, plus the significant public interest that they attract.
73. To ensure continued service efficiency and reliability, work was completed in February 2021 to rebalance some collection rounds, with affected households notified in writing. As previously reported, this activity was negatively impacted by Industrial Action taken by some of the contractor's workforce, which led to a temporary countywide suspension of kerbside recycling collections in March 2022. The recovery of the kerbside recycling service was further compromised by the contractor's lack of available operational staff, leading to the use of formal contract mechanisms to resolve. The service was deemed to be fully recovered in October 2022, prior to which a considerable number of collection rounds needed to be rescheduled on a planned basis, leading to ongoing service disruption for some households.
74. The waste service, with support from the council's Customer Service, ICT, and Finance teams, administers an optional service for the chargeable collection of garden waste. Approximately 80,000 households subscribe, and are invited to renew their subscription annually, typically between May and June each year. In a change to previous years, the council required subscribers to open a MyWiltshire system account before they could renew their garden waste subscription for 2022-23. Many residents found this change to be challenging, and it also coincided with issues experienced by the council's payment provider (Civica). Following a "lessons learned" review, significant amendments have been made to processes and systems in relation to the 2023-24 chargeable garden waste renewal period.

Ombudsmen findings

75. When residents are not satisfied with a local authority's handling of, or response to, a complaint, they can ask the [Local Government and Social Care Ombudsman](#) (LGSCO) to consider the matter. When the complaint relates to the local authority's responsibilities as a housing landlord, the complaint should be referred to the [Housing Ombudsman](#). When the complaint relates to pensions, it should be referred to the [Pensions Ombudsman](#). Normally, the appropriate Ombudsman will only consider complaints when all stages of the local authority's complaints procedure have been completed.

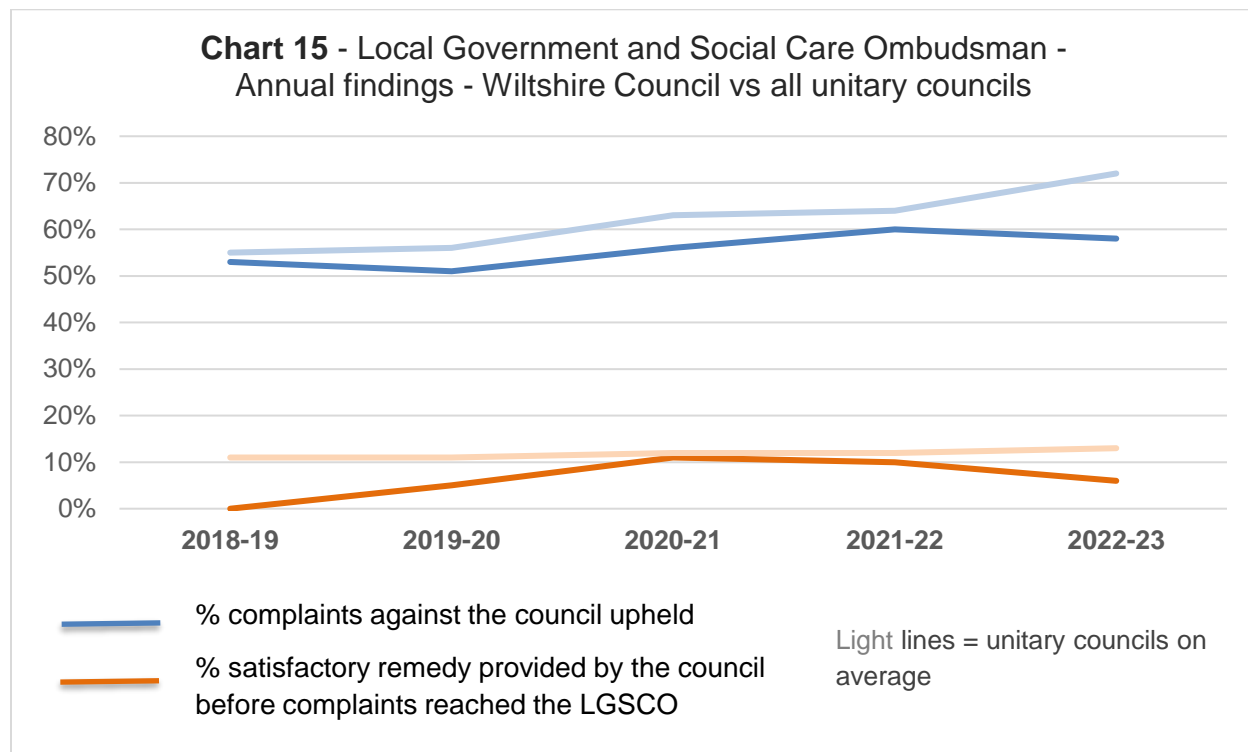
Local Government and Social Care Ombudsman

76. LGSCO produces an annual review letter each year providing a summary of the complaints made to the LGSCO regarding the council, and the LGSCO's findings in relation to those that they investigated. The council's 2022-23 letter and all previous letters are available on the LGSCO website, [here](#).
77. In 2022-23, the LGSCO received 89 complaints regarding the council (see **Chart 14**), a slight increase on the total received in 2021-22 (81).
78. Of the 89 complaints received, the LGSCO decided to investigate 31, a decrease on the number investigated in 2021-22 (35).



79. 58% of investigated complaints about the council were upheld (18 of 31 investigations) (see **Chart 15**).
- This is a small **decrease** on the percentage upheld in 2020-21 (56%)
 - This is **better** than the average of 72% upheld against all unitary councils nationally.
80. In 100% of the complaints that the LGSCO upheld and made recommendations about (16), the council complied with all LGSCO recommendations.
- This maintains the 100% shown for the past four years.
 - This is slightly better than the 99% shown for all unitary councils.

81. In 6% of complaints the LGSCO investigated and upheld (1 of 18), the council had already provided a satisfactory remedy **before** the complaint reached the Ombudsman.
- This is a decrease on the previous year (10%).
 - This is lower than the 13% figure for all unitary councils nationally.
82. Of the 18 complaints upheld by the LGSCO, 4 were regarding delays in the issuing of Education, Health and Care Plans. These led to the council paying £6,900 in financial remedies to customers at the recommendation of the LGSCO.



Housing Ombudsman

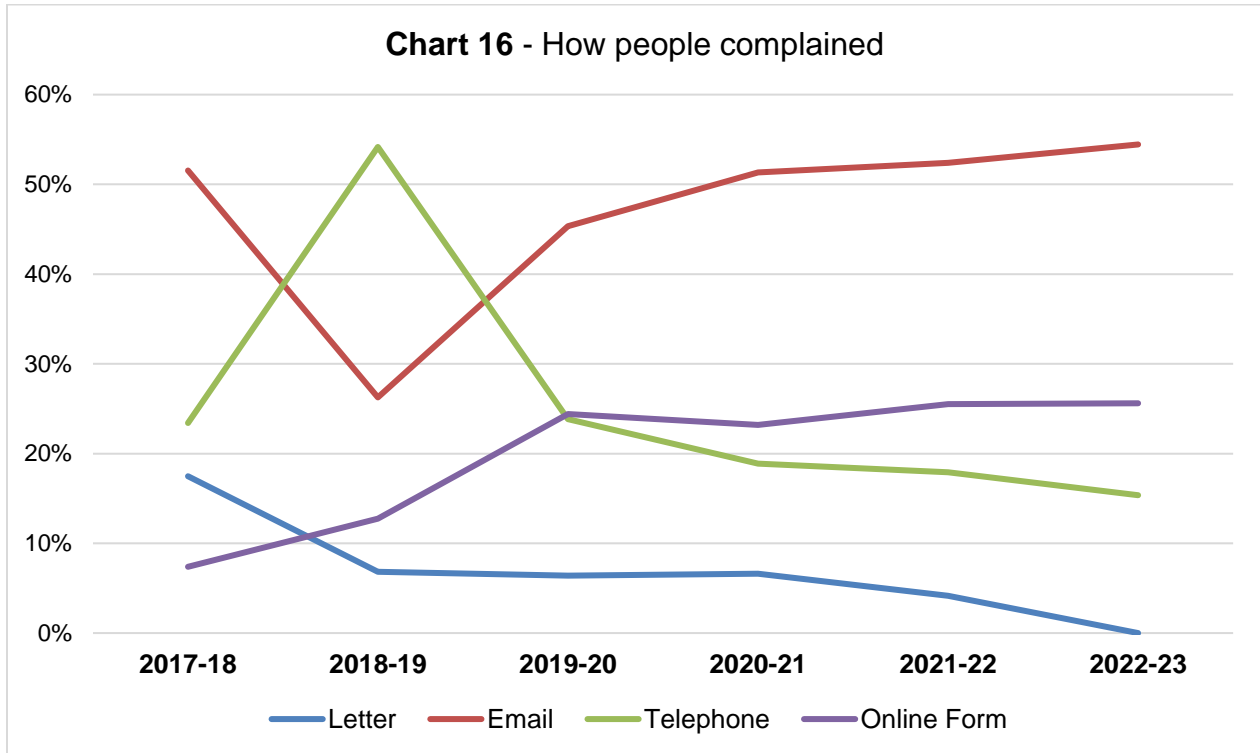
83. The Housing Ombudsman publishes annual landlord performance reports only for landlords with **five or more cases**. For 2022-23, the Housing Ombudsman only investigated **one** complaint about the council ([link](#) to published decision). In this case, it was found that there were failures in the council's response to the leaseholder's report of a broken roof tile, including failures in communication and some delays in complaint handling. The council was therefore required to pay the leaseholder £150 in recognition of the distress and inconvenience caused.
84. The Housing Ombudsman requires member landlords like the council to comply with its Complaint Handling Code ([link](#)) and to promote its Scheme ([link](#)). The council's 2023 self-assessment demonstrating how it handles complaints in accordance with the Housing Ombudsman's Code can be viewed online ([link](#)).

Pensions Ombudsman

85. In 2022-23, no complaints about the council in regard to pensions were considered by the Pensions Ombudsman.

How people complained

86. **Chart 16** shows that email continues to be the most popular method of submitting a complaint, with those received by letter continuing to decrease.



Contact

If you would like further information, please contact Wiltshire Council's Complaints team:

Email: complaints@wiltshire.gov.uk Tel: 01225 718400

Further information

- Wiltshire Council Complaints webpage ([link](#))
- Wiltshire Council's corporate Complaints Procedure ([link](#))
- Making a complaint about Adult Social Care ([link](#))
- Children's social care: getting the best from complaints ([link](#)) (guide to the statutory Children's complaint procedure)
- LGSCO Annual Review Letters for Wiltshire Council ([link](#))
- Housing Ombudsman ([link](#)), its Complaint Handling Code ([link](#)) and Scheme ([link](#))
- Pensions Ombudsman ([link](#))