



Compliment and Complaints delivering Insight to Action

2017



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Introduction

This is the thirteenth annual report on complaints against the County Council. This report also provides information for decisions issued by the LGSCO (Local Government and Social Care Ombudsman) in 2017, as well as compliments recorded by the Council.

The Council's definition of a complaint is:

"A complaint is an expression of dissatisfaction, however made, about the standards of service, actions or lack of action by the County Council or its staff, affecting an individual customer or group of customers"

The Council has three procedures for dealing with complaints about services; the Adults' Social Care statutory procedure; the Children's Social Care statutory procedure; and the Corporate Complaints procedure. For ease of comparison, the terms stage 1, 2, and 3 are used throughout this report to refer to the equivalent stages in the different procedures. Full details of the procedures can be found on the Council's website, but put simply, the Council's aim is to resolve complaints for our customers as quickly and simply as possible. For this reason the initial stage is dealt with by the Manager responsible for the service, with an emphasis on trying to reach a resolution. If that resolution is not reached, the customer has the right to escalate matters to the next stage, where the complaint is looked into by a more senior person who has not been involved previously.

The Compliments and Complaints Team, which is part of the Customer Experience Service, is the central team supporting customers and staff to ensure that making a complaint is as easy as possible for all concerned. The team consists of:

David Tominey, Complaints and Representations Manager; and three Customer Relations Officers, Helen Thompson, Kerry Rickman and Duncan Macdonald.

The team can be contacted by emailing feedback@westsussex.gov.uk or calling 033 022 28222

Within the Customer Experience space we have a number of corporate measures which will help us focus on improving the service we provide our customers:

- Level of Satisfaction with the services received by our residents
- Residents finding it easy to access information service and support they need
- Freedom of information requests responded to within time
- The County Council response to recommendations from customer complaints.

Insight from complaints plays a key role in how we deliver the right outcome to our customers and in continually improving our service delivery. To achieve this there has been much activity within the way we collate and learn from our customer complaints. The Customer Experience team have been improving the way we report to senior managers with the development of the Compliments and Complaints Dashboard which will enable improved learning from complaints, locally and across the Council.

To support the delivery of the Compliments and Complaints Dashboard a new governance structure called Working Together Focus Group has been established which consists of Heads of Service meeting on a quarterly basis to review

complaints by directorate with the sole aim to develop a corporate view of identifying hot spots and trends. As a collective group next steps and actions will be agreed with a Senior Responsible Officer assigned to deliver improvements into their service with the focus of avoiding the complaint being repeated. More details of this can be found in section 3 of the report.

In this way, as well as putting things right for the individual service user, the Council learns from complaints in order to improve services for the future. The learning and service improvement opportunities from complaints can be much greater when aggregated across the whole service over a period of time, but it is also the case that useful organisational learning can be drawn from individual complaints. Examples of learning from complaints are given in this report.

1 The overall picture

Complaints recorded against the County Council from 1 January to 31 December 2017.

The table below shows the reasons recorded for complaints during 2017 in comparison with 2016.

Complaint Nature	2016	2017
Charging/Financial Assessment	47	58
Closure/Change/Transition between Services	5	0
Conduct of Staff	83	67
Behaviour	50	53
Competence	23	13
Failure Demand	10	1
Damage/Nuisance/Loss	7	5
Data Protection/FOI	21	12
Breach of Confidentiality	14	10
Failure to supply requested info	3	0
Inaccurate data on file	4	2
Operational Processes	45	27
Assessment	13	18
Eligibility	2	3
Legal proceedings	1	
Safeguarding investigation	3	2
Service Request Refused	4	1
Other	22	3
Quality of Service	474	410
Communication with service - Avoidable Contact	64	53
Delays	65	28
Delivery	296	315
Discrimination	1	2
External service Quality Alert	2	0
Communication with service - Failure Demand	46	12
Use of recycling site	77	71
Waste Management policies and procedures	10	9
Grand Total	769	659

Explanatory notes:

1. Figures in bold are the headline figures for a complaint category. Where a breakdown is available, the figures are shown immediately below.
2. The categories of 'avoidable contact' and 'failure demand' taken together describe complaints arising from situations which were avoidable if the Council was easier to contact, or where contact had been promised but was that promise was not kept.

The table below summarises the complaints and compliments recorded by directorate or service unit in 2017.

Complaints by Directorate	Stage One	Stage One Upheld	% upheld	Stage One % within 10 days or notified extension	Stage Two	LGSCO	Compliments
Communities and Public Protection							
Communities	25	8	32%	97%	2	2	3368
Public Protection	9	5	56%	71%			136
Outsourced Support Services							
Outsourced Support Services	35	23	66%	71%	6	1	47
Other outsourced services							
Other outsourced services	73	36	49%	no data	0	0	46
Economy, Infrastructure and Environment							
Highways and Transport	130	38	29%	86%	17	7	101
Energy, Waste & Environment	9	3	33%	no data	0	0	1
Economy	12	2	17%	75%	1	3	3
Children's, Adults', Families, Health & Education							
Children's Social Care	145	39	27%	73%	18	7	31
Adults' Services	147	46	31%	78%	25	16	263
Education and Skills	38	8	21%	79%	6	6	58
IPEH	20	6	30%	60%	2	1	6
Safeguarding	3	1	33%	33%		2	
Law and Assurance							
Law and Assurance	8	2	25%	75%	0	2	
HR and Occupational Change							
HR and Occupational Change	1	1	100%	100%	1	1	
West Sussex Safeguarding Adults Board							
West Sussex Safeguarding Adults Board	1		0%	100%	0	0	
Finance, Performance & Procurement							
Finance, Performance & Procurement					0	0	1
Corporate Finance	3	1	33%	67%	0	0	
Chief Exec's Department							
Chief Exec's Department					0	0	4
Total Complaints	659	219	33%	69%	78	48	4065

Explanatory notes:

1. 'Outsourced Support Services' are those back-office services which were outsourced to Capita in October 2010. 'Other Outsourced services' are major contracts run by other organisations on behalf of the County Council, such as streetlighting provision, Household Waste Recycling Sites, and highways Management.
2. The Adults' social care *appeals process* offers customers direct recourse to Local Government & Social Care Ombudsman (LGSCO) review, as does the process for applying for a Blue Badge (reported within Highways and Transport). The LGSCO figures reported in relation to these processes do not reflect a failure to resolve issues locally through complaints processes, but represents the numbers of appeals that has been referred for review.
3. Legal claims for compensation are not recorded as complaints and are handled as insurance matters by the Litigation, Insurance and Risk team. However, figures for successful claims for damage caused by potholes are given within this report for information.

At the time of writing the annual report, the Council had received 476 claims arising from incidents in 2017, of which 190 have been settled, including payments to 32 claimants totalling £18,962.36. Of the 286 claims so far not settled, offers have been made to 68 claimants totalling £29,410.12

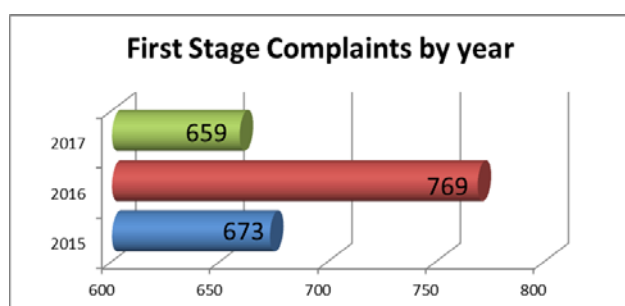
Figures for 2016 at the time of this report were 558 claims, out of which 551 had been settled, including payments to 123 claimants totalling £49,081.21

Of the 7 claims so far not settled, offers had been made to 3 claimants totalling £107,876.21

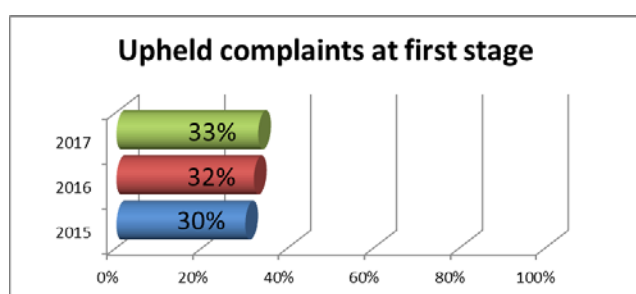
NB These payments may also include the Council's costs.

2 Analysis of overall figures

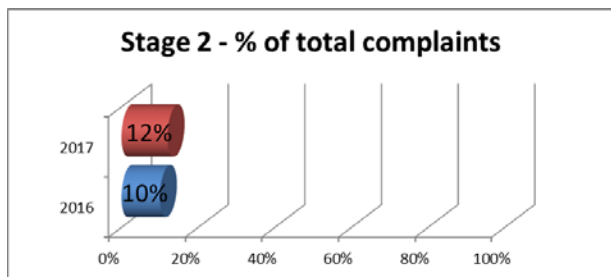
The number of complaints recorded at the first stage decreased from 769 in 2016 to 659 in 2017. This represents a decrease of 14%, but the graph below shows that this was a return to 2015 levels. There is no simple explanation for this change, which is reflected across the board.



While there was also a decrease in the number of complaints upheld at stage one (from 244 to 219) this actually represents a total of 33% of complaints being upheld compared with 32% in 2016, or approximately 1 in 3 complaints recorded. This includes complaints that were 'partially upheld'.



If a complainant is not satisfied with the response at the initial stage, they have the opportunity to escalate their complaint for consideration at a more senior level. There are different names for this stage under the different procedures, but this report describes them all as stage 2 for ease of comparison. The number of complaints considered at stage two of the Council's complaints processes remained consistent, with 78 recorded, compared with 74 in 2016. The number of complaints considered at stage two represents 12% of the total number of complaints received at stage one in 2017, compared with 10% in 2016.



Once a customer has exhausted the Council's complaints and appeals procedures, they have the option to ask the Local Government and Social Care Ombudsman (LGSCO) to consider their complaint. The number of decisions reached by LGSCO also remained consistent, with 56 decisions recorded in 2017 compared with 61 decisions recorded in 2016. It is not possible to predict accurately how many complaints will be escalated to the LGSCO, but improving staff performance when considering complaints at a local level should reduce the rate of escalation to the LGSC. Local resolution is key to improving the customer experience, and escalations will remain a focus for continual monitor and review, as we try to resolve complaints for customers as quickly and simply as possible.

2.1 Trends

Although it is pleasing that the number of stage one complaints has broadly decreased across Council services and the number of compliments has increased, this is the second year in a row showing a drop in the percentage of complaints responses issued within timescales or within an extended timescale, which the complainant has been informed about. This is something the Complaints and Representations Manager has already started to address in training for Adults Social Care Managers, and will be taking up during training in June 2018 with Children's Social Care Managers. Timescales will also be a priority for the newly formed Working Together Focus Group which is described in section 3 of this report.

2.2 Financial remedies

The complaints process is not designed to facilitate compensation payments. The Council will sometimes offer goodwill gestures, or ex-gratia payments in recognition of identified fault, but this is in itself quite rare. The LGSCO has a published guide on remedies for complaints scenarios, and this guidance is used when payments are considered as a result of a complaint being upheld.

Financial remedy payments are not 'compensation' but they are a method recommended by the LGSCO for resolving complaints where the Council has been at fault and is unable to resolve the situation in another way. The volume of complaints considered by the Council covers a range of issues raised by customers, which means that it will always be hard to predict what overall levels of financial remedy are likely to be offered by the Council.

The amount recorded as paid to complainants as a financial remedy in 2017 increased from £1,517.02 to £2,050.

The £2,050 figure arose from 3 complaints. Following a joint investigation by the LGSCO and the Parliamentary and Health Service Ombudsman, Adults' Social Care agreed to pay £300 to a complainant and her partner as a 'token payment' to acknowledge uncertainty they may have faced as a result of the Council's failure to assess the complainant's care needs in 2013. Adults' Services also made a payment

of £1250 following an LGSCO investigation in which it failed to properly assess a customer's care needs. The LGSCO recommended the financial remedy for 'distress, and fear caused by [Council] actions and a further time and trouble payment'. A further £500 was awarded to a resident to assist removing fences and gates following the termination of a 'tenancy at will' in respect of a fenced off area on which the customer had grazed his sheep.

2.3 Compliments

When a customer is so satisfied with the service they have received that they make a special mention of it, the Council records this as a compliment.

The number of recorded compliments rose by 28% from 3160 to 4065, well exceeding the number of recorded complaints for the eighth year in a row with the Library Service once more the chief contributor.

Not included in this figure are the 2660 compliments the Library Service received for the Summer Reading Challenge (a slight decrease from 2994 in 2016) in which over 10,000 children take part.

The number of formal complaints dealt with by the County Council is a fraction of one percent in proportion to the total transactions with service users and the public. If taken as a percentage of calls to the Customer Service Centre it would be 0.17%, however there are many more customer contacts through other channels. However this comment is in no way meaning that the Council simply accepts the level of complaints we have received. We want to avoid any customer needing to complain, but also regard every complaint as an opportunity to learn and to implement changes that will avoid future complaints being made, improving our customers' experience and in turn our customers' satisfaction levels with the Council.

3 Complaints delivering insight to action

Within the Customer Experience space we have a number of corporate measures which will help us focus on improving the service we provide our customers:

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Insight from complaints plays a key role in how we deliver the right outcome to our customers and in continually improving our service delivery. To achieve this there has been much activity within the way we collate and learn from our customer complaints. The Customer Experience team have been improving the way we report to senior managers with the development of the Compliments and Complaints Dashboard which will enable improved learning from complaints, locally and across the Council.

To support the delivery of the Compliments and Complaints Dashboard a new governance structure called Working Together Focus Group has been established which consists of Heads of Service meeting on a quarterly basis to review complaints by directorate with the sole aim to develop a corporate view of identifying hot spots and trends. As a collective group next steps and actions will be

agreed with a Senior Responsible Officer assigned to deliver improvements into their service with the focus of avoiding the complaint being repeated.

One of the first priorities for this group will be to address the fall in the percentage of complaints responses sent out within timescale which have been highlighted in this report. The group will also focus on upheld complaints at stage 1 and 2, as the customer's request to escalate a complaint can serve as an indicator that the Council had an opportunity to resolve a customer's complaint but may have missed that opportunity. One of the aims of the group focus is to reduce upheld and escalated complaints across the Council.

This group will also hold central to their approach our customer promise, where we will assess how we are performing against our promise with a focus on Compliments, helping our organisation understand what 'good' looks like and to celebrate our successes, supporting the staff recognition platform and helping our organisation live and breathe our customer centre value.

During the month of March the Customer Experience team engaged with a number of customers who complained to about the services they had received. Building on this, from May 2018 all customers who have complained will be offered the opportunity to feedback on their experience of complaining (separately from the outcome they achieved) and the purpose of this outreaching work is to gain an understanding of what it feels like to go through our complaints process. This insight has begun to identify key themes in how our customers feel, for example customers feel that they are passed around and there is reluctance from officers to talk to them. We are also finding that customers find our organisation complex and hard to navigate, primarily driven by our silo way of working, and it is clear they would benefit from a point of contact to support them at times in their journey.

Work is also underway to benchmark our performance with other County Councils and nationally to ensure we are in a place where we know what 'good' looks like and to be able to measure our performance against other authorities.

All of this insight will feed into the Working Together Focus Group, helping to paint a full picture of why our customers complain and to have a framework in place that will help us continuously improve where we can avoid a complaint being made.

Alongside this, the Complaints and Representations Manager proposes to introduce a new weekly or monthly 'Complaints Bulletin' for Directors, informing them about compliments and complaints numbers, any emerging trends, and highlighting upheld complaints, timescale performance, and improvement opportunities. The data will be presented to Directors with the addition of 'red, amber, green' risk indicators to allow Directors to take full account of live cases and any identified drift in performance. The introduction of frequent and detailed updates will assist Directors in fully understanding the broad range of feedback received in relation to their service, and more importantly, what it means to our customers.

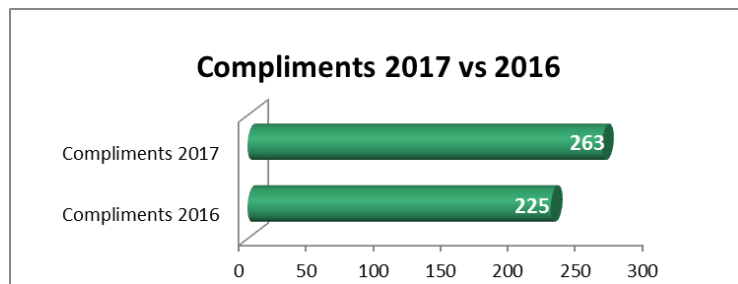
4 Major Service commentaries

4.1 Adults' Services

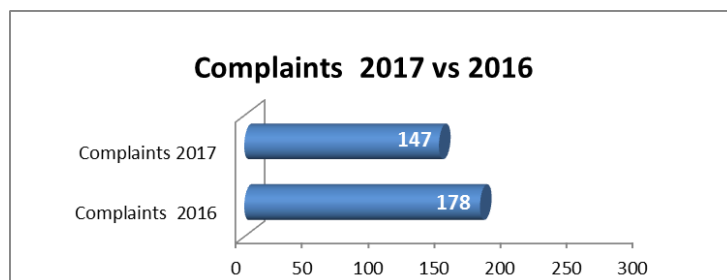
Adults' Services	Stage One	Stage One Upheld	% upheld	Stage One % within 10 days or notified extension	Stage Two	LGSCO	Compliments
2017	147	46	31%	78%	25	16	263
2016	178	61	34%	80%	26	17	225

Adult's Services is the service within WSCC with the highest budget spend and is also the number 1 service for customer demand into the Customer Service Centre. It follows that it is also the service with the highest number of complaints. To put this into context, in the financial year 2016/17 13,944 people received a service provided or commissioned by Adult's Services^{1*}. This shows that approximately 1.3% of customers complained to the Council.

Once again Adults' services received more compliments than complaints with a slight increase in compliments received in this reporting period;



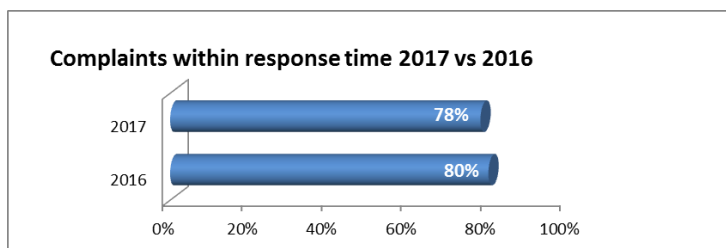
Alongside this, the number of complaints recorded against Adults' services decreased by 17% in comparison to the number recorded in 2016, showing the same general trend as the decrease in total complaints to the Council;



The indication is that customers are expressing less dissatisfaction, which in the context of the challenging and very personal work undertaken by Adults' services is encouraging.

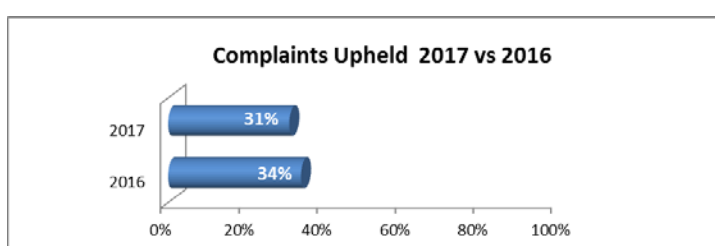
The Council's corporate target for complaints responses is ten working days, with a maximum target of twenty working days unless an extension is agreed or the complainant is notified that the timescale needs to be extended. The percentage of complaints responded to within agreed timescale;

¹ *source : Local Account report 2016/17 https://www.westsussex.gov.uk/media/9298/local_account_report.pdf



This drop in performance will be managed by the Working Together Focus Group to deliver improvements within this measure.

The percentage of Adults' services complaints that were upheld represents a slight decrease when compared with the reported figure in 2016.



The Complaints & Representations Manager has carried out a programme of complaints training for all Adults' social care team managers, with the aim of delivering continuous improvement in complaints management within the service.

Changes to policy and/or service delivery that have taken place or been recommended as a result of learning from complaints includes:

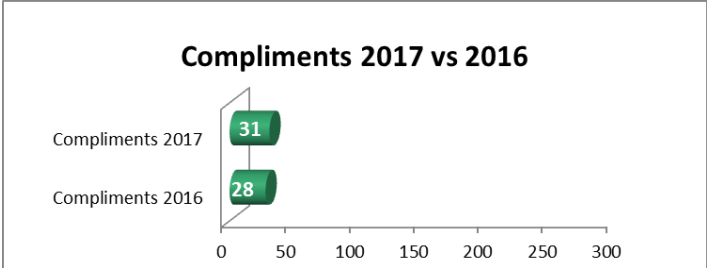
- The process relating to blocking invoices has been reviewed to ensure its effectiveness has been tested and that it meets the needs of the customer affected;
- Reminders were issued to all Adult Mental Health Professionals of the importance of following aspects of the Code of Practice following an incident where a family were not informed that their son was to undergo a mental health assessment;
- The Safeguarding Unit was instructed to liaise with the Adult Protection Team within Sussex Police to discuss protocols around wilful neglect;
- The Council reviewed its procedures and working practice to ensure residential care homes are aware of their obligation to notify the Council before making changes to Council managed placements;
- Welfare Benefits Advisor processes were scrutinised and improved to better meet the requirements of customers following a series of complaints, which were created a noticeable trend.

4.2 Children's Social Care Services

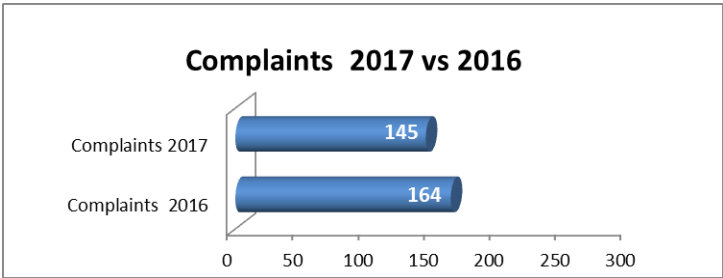
Children's Social Care	Stage One	Stage One Upheld	% upheld	Stage One % within 10 days or notified extension	Stage Two	LGSCO	Compliments
2017	145	39	27%	73%	18	7	31
2016	164	38	23%	77%	13	13	28

Children's Social Care is one of the areas where the number of complaints is significantly higher than the number of compliments. The nature of the work undertaken by Children's social care in relation to ensuring the welfare of children and young people is often perceived to be intrusive by the families the Council works with. It is to be expected that the work Children's social care staff are obliged by statute to pursue creates an imbalance in the amount of complaints and compliments received in comparison to other areas of within the Council.

There was a very slight increase in the number of recorded compliments when compared with the number recorded in 2016;

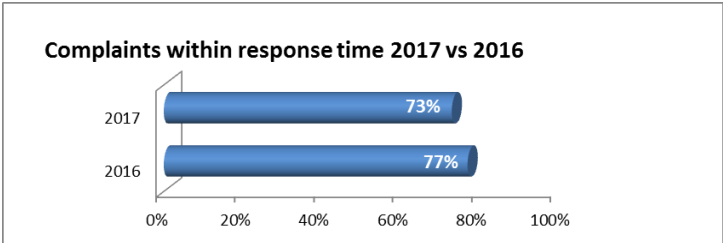


The number of complaints recorded against Children's services has decreased by 11% when compared with the number of formal complaints recorded in 2016, showing the same general trend as the decrease in total complaints to the Council ;

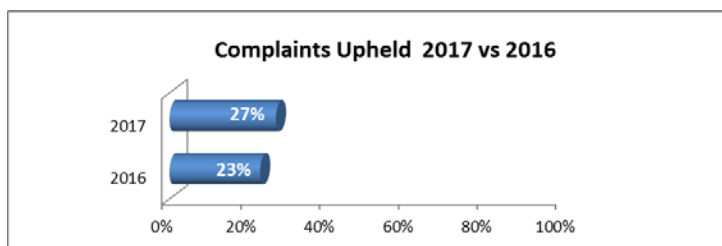


The Council's corporate target for complaints responses is ten working days, with a maximum target of twenty working days unless an extension is agreed or the complainant is notified that the timescale needs to be extended. The statutory complaints procedure for Children's social care has the same targets.

The percentage of Children's complaints responded to within agreed timescale shows a slight drop from 2016;



The percentage of Children's services complaints that were upheld represents a slight increase when compared with the reported figure in 2016;



No remedy payments to complainants were recorded in 2017 as a result of Children’s services complaints.

Changes to policy and/or service delivery that have taken place or been recommended as a result of learning from complaints includes:

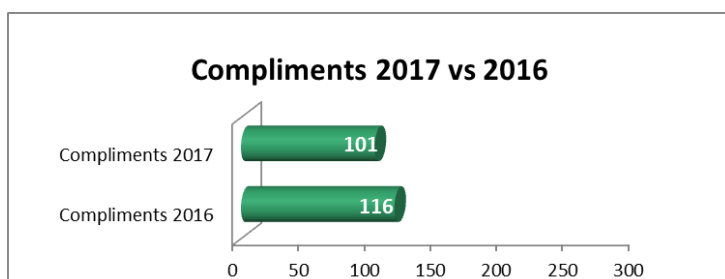
- Briefings were provided to all staff facilitating the transfer from SEN statement to EHCP to combat identified delays in the process arising from customers complaints;
- Action plans were devised and taken to Group Manager meetings to ensure breaches of data protection could be avoided following an identified breach within the directorate;
- Training was provided to teams to ensure compliance with data protection principles

4.3 Highways and Transport

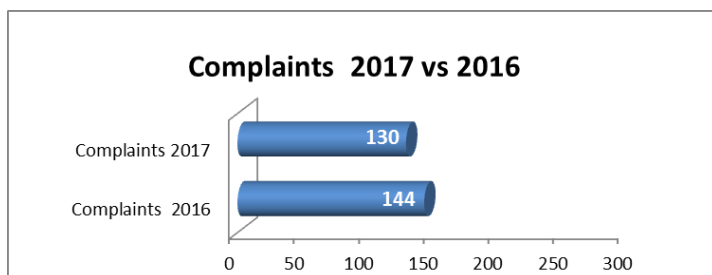
Highways and Transport	Stage One	Stage One Upheld	% upheld	Stage One % within 10 days or notified extension	Stage Two	LGSCO	Compliments
2017	130	38	29%	86%	17	7	101
2016	144	33	23%	90%	17	10	116

There has been little deviation in the numbers of complaints and compliments recorded for Highways and Transport.

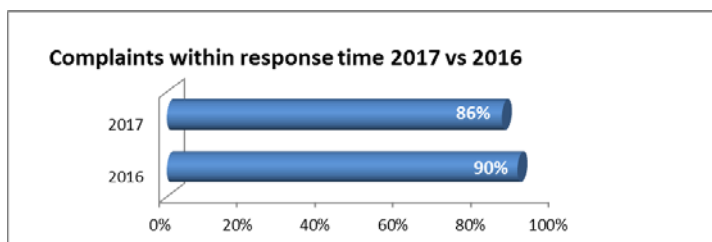
For the second year in a row there was a decrease in the number of recorded compliments when compared with the number recorded in 2016;



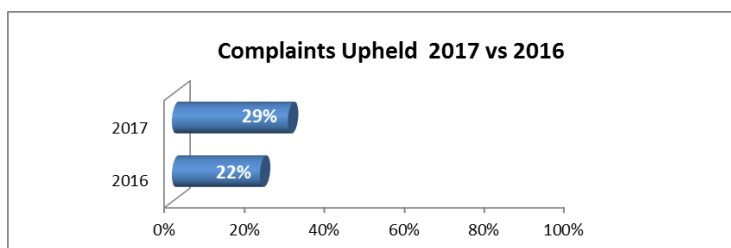
The number of complaints recorded against Highways and Transport service has also decreased, by 10% when compared with the number of formal complaints recorded in 2016, again showing the same general trend as the decrease in total complaints to the Council;



In 2017 we saw a slight drop in performance from 2016 where complaints were responded to on time;



The percentage of Highways and Transport services complaints that were upheld represents a slight increase when compared with the reported figure in 2016;



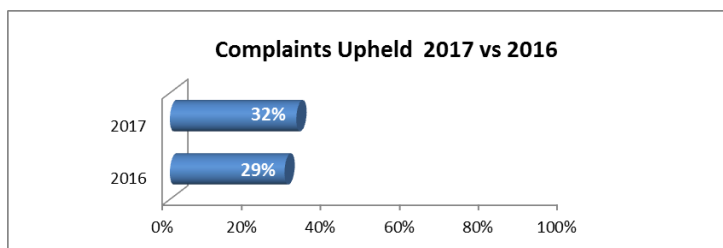
Changes to policy and/or service delivery that have taken place or been recommended as a result of a complaint includes:

- Previously, no notification process was in place to forewarn residents of upcoming grass cutting; contractors agreed to provide such notification in future;
- Customer services objectives were incorporated into staff appraisals to ensure reinforced processes to record incoming issues is followed to ensure the customer journey is improved;
- Amendments were made to the terms & conditions of the Speed Awareness course information to avoid booking queries and missed appointments.

4.4 Communities

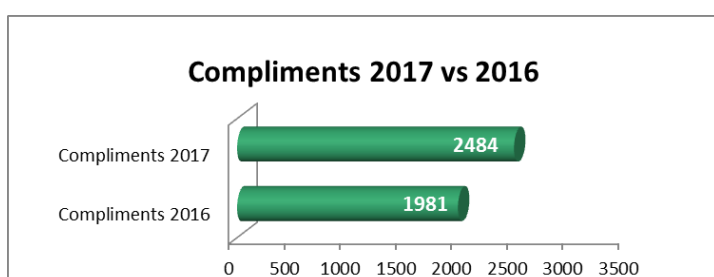
Communities	Stage One	Stage One Upheld	% upheld	Stage One % within 10 days or notified extension	Stage Two	LGSCO	Compliments
2017	25	8	32%	97%	2	2	3368
2016	17	5	29%	100%	0	2	2350

The percentage of Communities services complaints that were upheld remained consistent when compared with the reported figure in 2016;

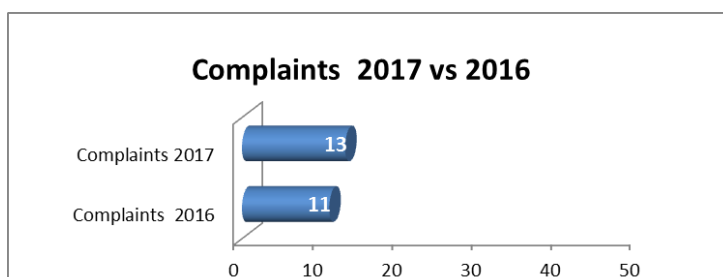


The Communities directorate houses a broad range of services from Libraries to Wellbeing to Registration Service.

The traffic received in relation to Library services dwarfs the other services in the directorate on account of the huge number of compliments received. The service saw an increase of 20% on the compliments recorded in 2016;



Complaints recorded for Library services remained consistent;



In 2016 and 2017, Libraries responded to 100% of complaints within 10 working days.

Changes to policy and/or service delivery that have taken place or been recommended as a result of a complaint include:

- A review of the management of events resulted from complaints about publicity of an event that advised customers to 'just turn up'. Demand was higher than expected and the capacity at the venue was reached, leaving customers disappointed at being turned away.

4.5 Public Protection

Public Protection	Stage One	Stage One Upheld	% upheld	Stage One % within 10 days or notified extension	Stage Two	LGSCO	Compliments
2017	9	5	56%	71%			136
2016	11	4	36%	79%		2	154

Within Public Protection, both Trading Standards and the Fire Service are services where the number of compliments received outweighs the number of complaints received.

Only 3 complaints were formally logged against Trading Standards in 2017 (4 were logged in 2016) but 96 compliments were recorded in the same period, which is consistent with the 112 recorded in 2016.

The Fire Service statistics remain steady when compared with the 2016 returns.

In 2017, 6 complaints and 40 compliments were logged for the Fire Service compared to 5 complaints and 42 compliments in 2016.

4.6 Education & Skills

Education and Skills	Stage One	Stage One Upheld	% upheld	Stage One % within 10 days or notified extension	Stage Two	LGSCO	Compliments
2017	38	8	21%	79%	6	6	58
2016	34	9	26%	97%	3	6	70

Services within Education & Skills, accounted for 38 formal complaints, and 58 compliments. Of those complaints, 21% were upheld, and 83% were responded to on time.

The number of complaints is consistent with the reported figures in 2016. There has been a decrease in compliments received within the service.

4.7 Other Outsourced Services

Other outsourced services	Stage One	Stage One Upheld	% upheld	Stage One % within 10 days or notified extension	Stage Two	LGSCO	Compliments
2017	73	36	49%	no data	0	0	46
2016	78	31	40%	no data	4	2	74

Stage one complaints under this heading refer almost entirely to the management of recycling sites by Viridor, with 97% of the 73 complaints recorded logged against that service.

Following changes to the contract in April 2013, stage one complaints are dealt with by the contractor, and only the totals are reported for recording although they are followed up by the Wastes Contracting team. Customers dissatisfied with the response from Viridor do still have the option to ask the Council, and ultimately the LGSCO, to consider their complaint.

Working closely with our third party service providers is an area we need to improve and work is underway to delivery close partnership working with Viridor and SSE (the streetlighting provider). The Customer Experience team have begun this work and meetings are in place to strengthen governance where we can hold our third parties to account within the way they manage our customer contact and their complaints.

This insight will feed into the Working Together governance where we will improve our understanding of complaints received by our major contractors by collecting

monthly returns and analysing the detail to ensure trends and recurring issues are reported and acted upon by the SRO, where we can avoid complaints being made improving our customer satisfaction.

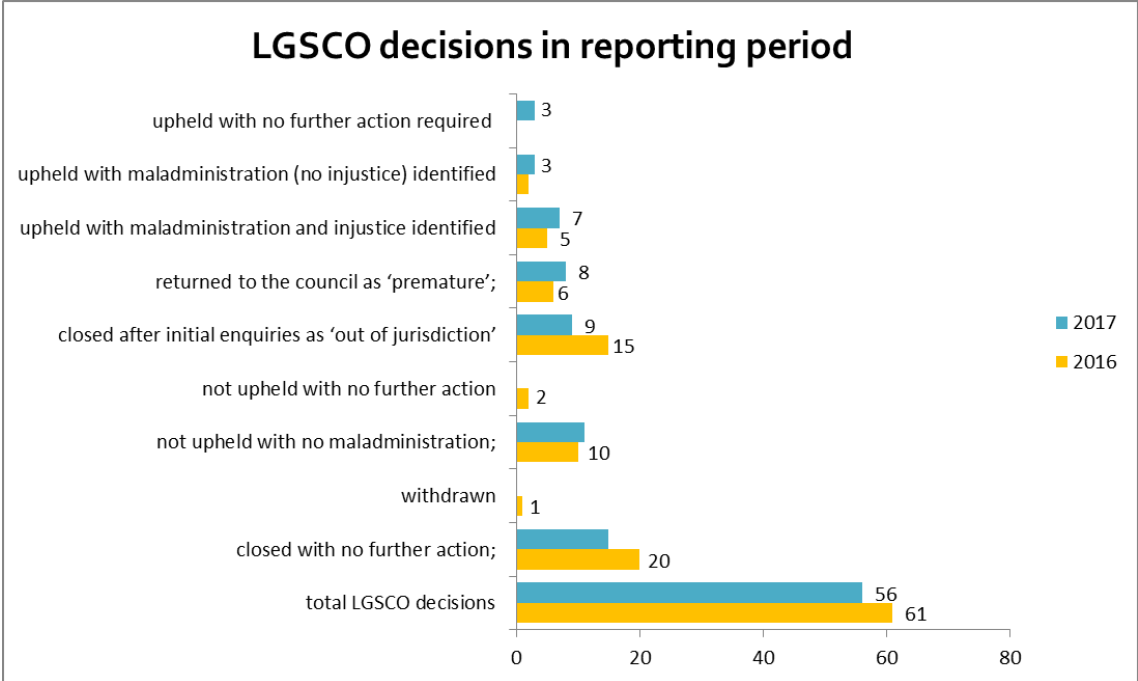
5 Local Government and Social Care Ombudsman

A total of 48 Ombudsman enquiries were formally logged in 2017, which represents a 28% decrease from the 67 recorded in 2016.

The number of *decisions* issued by the LGSCO in 2017 (56) decreased slightly in comparison to the number issued in 2016 (61)

Of the 56 decisions issued in 2017:

- 15 were closed with no further action;
- 11 were not upheld with no maladministration;
- 9 were closed after initial enquiries as ‘out of jurisdiction’;
- 8 were returned to the council as ‘premature’;
- 7 were upheld with maladministration and injustice identified;
- 3 were upheld with maladministration (no injustice) identified;
- 3 were upheld with no further action required



In each of the thirteen cases where fault was identified, the LGSCO and the Council agreed a suitable remedy, usually an apology or a review of decision.

An anonymised list of cases considered by the LGSCO is available from the Complaints & Representations Manager David.Tominey@westsussex.gov.uk and all anonymised decision reports are held on file and accessible on request.

6 Equalities Monitoring

The process for monitoring complaints by age, sex, race, disability, religion or belief, and gender reassignment has historically produced insufficient data to form any realistic judgement as to the effectiveness of the procedure for individual groups.

The Customer Relations Team has undertaken an audit of all social care complaints received in 2017 in order to better understand who is utilising the complaints process and what this tells us when compared to the population statistics of West Sussex.

The data captured for 2017 is not complete but is an improvement on previous years. From May 2018 all complainants will be surveyed regarding their customer experience of the complaints process. That survey will also request equality data.

