



Reference: FOI0263

**Request:**

Could you provide me with the number of complaints that the Council has received for the last 5 years (calendar or financial).

For each year, could i have the total number received, and the numbers received about Adult Social Care, about Childrens Social Care and about the Complaints Team

**Response:**

	<b>Corporate</b>	<b>Children's</b>	<b>Adults</b>	<b>Total</b>
<b>2017-18</b>	1070	64	62	1196
<b>2016-17</b>	992	54	61	1107
<b>2015-16</b>	836	50	47	933
<b>2014-15</b>	772	46	46	864
<b>2013-14</b>	659	38	43	740

The Reports show there have been eight complaints categorised towards the Customer and Member Liaison Office (CMLO) since May 2013.

Out of the eight complaints categorised as CMLO, four were directly related to the Team.