

Annex 1 - A&G CGT performance report

				Total received in Q3 2023/2024	2024/2025 total received		Previous Years Total received		
Directorate Corporate complaints/ corporate complaints not housing	Received	In Progress	Complete		Q1	Q2	2021/2022	2022/2023	2023/2024
Adult Social Care and Integration	1	0	1						
Children and Education	1	0	1						
Customer and Communities	25	6	19						
Place	230	47	183						
Total	257	53	204	369	278	276	1,368	1,866	1,310
Adult Social Care procedure	7	1	6	7	1	7	43	37	43
Children Social Care procedure	8	3	5	8	8	5	45	49	37
TOTAL	272	57	215	384	286	288	1456	1952	1390