Number of public complaints reported

Complaint categories	Sub-categories	Example	2020-21	2019-20	2018-19
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0	0	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0	0	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0	0	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0	0	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0	0	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0	0	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0	0	0

Complaint categories	Sub-categories	Example	2020-21	2019-20	2018-19
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0	0	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0	0	0
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0	0	0
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0	0	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0	0	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0	0	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0	0	0

Complaint categories	Sub-categories	Example	2020-21	2019-20	2018-19
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0	1	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	5	2	0
		Total	5	3	0

Additional Metrics	2020-21	2019-20	2018-19
Number of positive feedback comments	87	92	73
Number of negative feedback comments	5	3	1
Total number of feedback comments	92	95	74
% complaints resolved within policy timeframes	100%	100%	100%