

Complaints Annual Council Summary 2025/26



Indicator 1: Complaints received per thousand population

PI Code	PI Short Name	2022/23	2023/24	2024/25	2025/26
		Value	Value	Value	Value
BS.MC.SPSO.01	Total number of complaints received (quarterly)	6,459	1,750	1,308	1,566
BS.MC.SPSO.01a	The total number of complaints received per thousand population (quarterly)	67.5	17.81	13.1	15.94

Indicator 2: Complaints closed at each stage as a percentage of all complaints closed

PI Code	PI Short Name	2022/23	2023/24	2024/25	2025/26
		Value	Value	Value	Value
MC.SPSO.02.1	Complaints responded to in full at stage 1 as a percentage of the total	98.74%	78.27%	78.46%	57.01%
MC.SPSO.02.2	Complaints responded to in full at stage 2 as a percentage of the total	0.91%	6.24%	5.16%	5.82%
MC.SPSO.02.3	Complaints responded to in full following escalation as a percentage of the total	0.33%	15.4%	16.37%	37.17%
MC.SPSO.02a	feeder: Number of complaints complete at Stage 1	5,321	940	623	842
MC.SPSO.02b	feeder: Number of complaints complete at Stage 2	49	75	41	86
MC.SPSO.02c	Number of complaints complete after escalation	18	185	130	549

PI Code	PI Short Name	2022/23	2023/24	2024/25	2025/26
		Value	Value	Value	Value
MC.SPSO.02d	Number of complaints closed in the period	5,389	1,201	794	1,477

Indicator 3: The number of complaints upheld/partially upheld/not upheld at each stage as a percentage of complaints closed in full at each stage

PI Code	PI Short Name	2022/23	2023/24	2024/25	2025/26
		Value	Value	Value	Value
MC.SPSO.03.1.1	Percentage of complaints upheld at stage 1	66.23%	50%	53.13%	48.69%
MC.SPSO.03.1.2	Percentage of complaints partially upheld at stage 1	12.14%	16.91%	17.66%	16.51%
MC.SPSO.03.1.3	Percentage of complaints not upheld at stage 1	1.9%	14.57%	16.85%	21.97%
MC.SPSO.03.1.4	Percentage of complaints Resolved at stage 1	14.64%	18.51%	12.36%	12.83%
MC.SPSO.03.2.1	Percentage of complaints upheld at stage 2	14.29%	50.67%	19.51%	23.26%
MC.SPSO.03.2.2	Percentage of complaints partially upheld at stage 2	22.45%	17.33%	39.02%	30.23%
MC.SPSO.03.2.3	Percentage of complaints not upheld at stage 2	42.86%	29.33%	36.59%	44.19%
MC.SPSO.03.2.4	Percentage of complaints Resolved at stage 2	20.41%	4%	4.88%	2.33%
MC.SPSO.03.3.1	Percentage of complaints upheld following escalation	5.56%	35.14%	33.85%	37.89%
MC.SPSO.03.3.2	Percentage of complaints partially upheld following escalation	44.44%	21.08%	19.23%	16.21%
MC.SPSO.03.3.3	Percentage of complaints not upheld following escalation	50%	34.05%	39.23%	26.96%
MC.SPSO.03.3.4	Percentage of complaints Resolved following escalation	0%	9.19%	7.69%	18.94%

Indicator 4: Average time in working days for a full response to complaints at each stage

PI Code	PI Short Name	2022/23	2023/24	2024/25	2025/26
		Value	Value	Value	Value
MC.SPSO.04.1	Average time in working days for a full response at stage 1	2.24	3.37	4.18	4.02
MC.SPSO.04.2	Average time in working days for a full response at stage 2	14.16	22.75	13.17	18.48
MC.SPSO.04.3	Average time in working days for a full response for escalated complaints	18.94	14.26	7.22	142.55

Indicator 5: The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

PI Code	PI Short Name	2022/23	2023/24	2024/25	2025/26
		Value	Value	Value	Value
BS.MC.SPSO.05.1	Percentage of complaints at stage 1 complete within 5 working days	90.62%	83.4%	78.33%	81.12%
BS.MC.SPSO.05.2	Percentage of complaints at stage 2 complete within 20 working days	77.55%	58.67%	90.24%	74.42%
BS.MC.SPSO.05.3	Percentage of complaints escalated and complete within 20 working days	72.22%	77.3%	89.23%	39.16%
MC.SPSO.05a	feeder: Number of complaints at stage 1 responded to within 5 working days	4,822	784	488	683
MC.SPSO.05b	feeder: Number of complaints at stage 2 responded to within 20 working days	38	44	37	64
MC.SPSO.05c	feeder: Number of complaints following escalation responded to within 20 working days	13	143	116	215

Indicator 6: The number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

PI Code	PI Short Name	2022/23	2023/24	2024/25	2025/26
		Value	Value	Value	Value
MC.SPSO.06.1	Percentage of complaints at stage 1 where an extension to the 5 days has been authorised	0.15%	11.91%	21.67%	18.88%
MC.SPSO.06.2	Percentage of complaints at stage 2 where an extension to the 20 days has been authorised	14.29%	33.33%	9.76%	25.58%
MC.SPSO.06.3	Percentage of complaints following escalation where an extension to the 20 days has been authorised	5.56%	18.92%	10.77%	60.84%
MC.SPSO.06a	The number of complaints at stage 1 where an extension to the 5 days has been authorised	8	112	135	159
MC.SPSO.06b	The number of complaints at stage 2 where an extension to the 20 days has been authorised	7	25	4	22
MC.SPSO.06c	The number of complaints following escalation where an extension to the 20 days has been authorised	1	35	14	334

Indicator 7: Customer Satisfaction statement about the complaints service provided

PI Code	PI Short Name	2022/23	2023/24	2024/25	2025/26
		Value	Value	Value	Value
MC.SPSO.07	Number of Compliments	161	133	156	176

Note: 2025/26 – a focussed exercise to clear a significant backlog was undertaken during the period and as a result, closing historical complaints in the system has impacted performance linked to escalated complaints.