



South Tyneside Council

Standards Committee

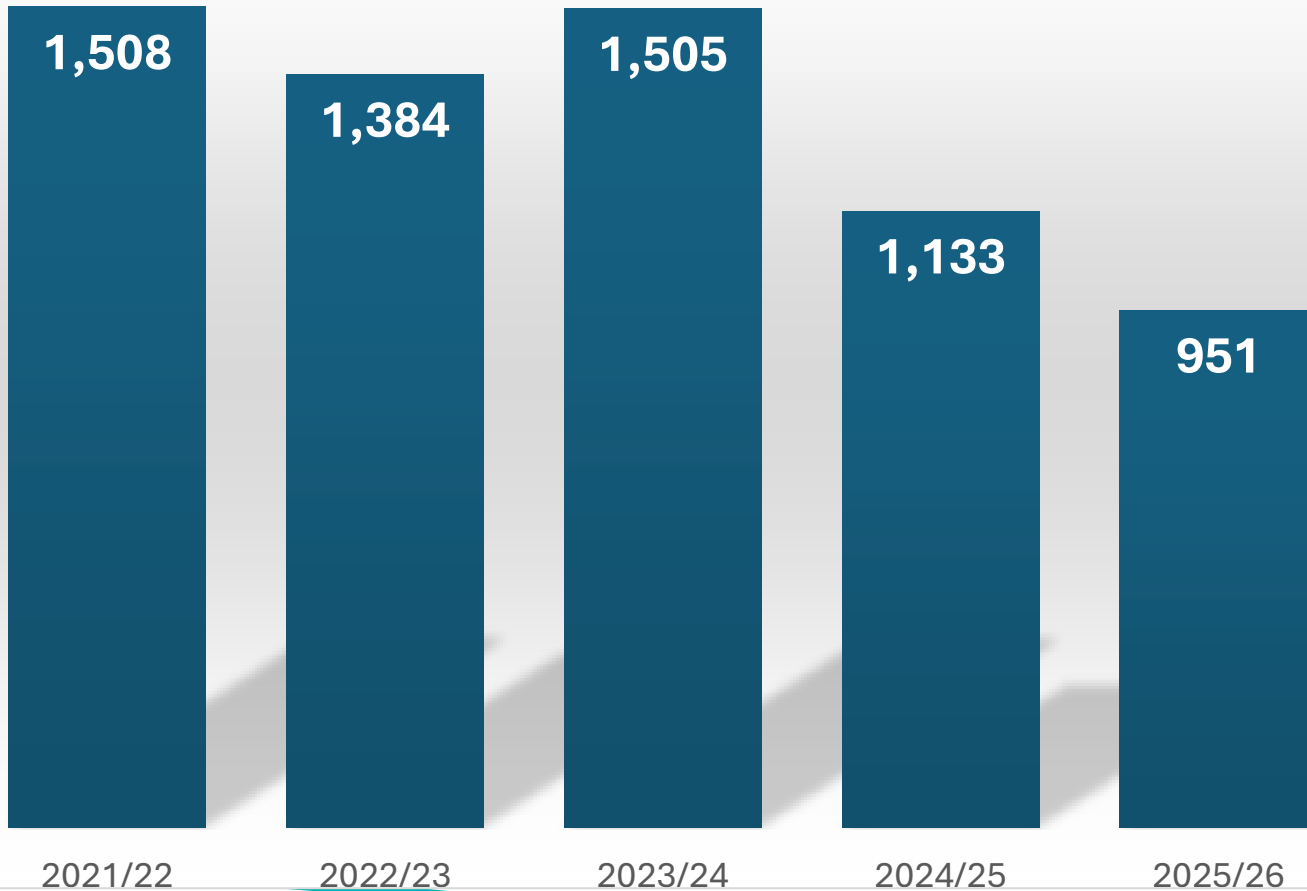
Complaints and Compliments – Annual Report 2025-26
6 July 2026



Corporate Complaints Overall



South Tyneside Council

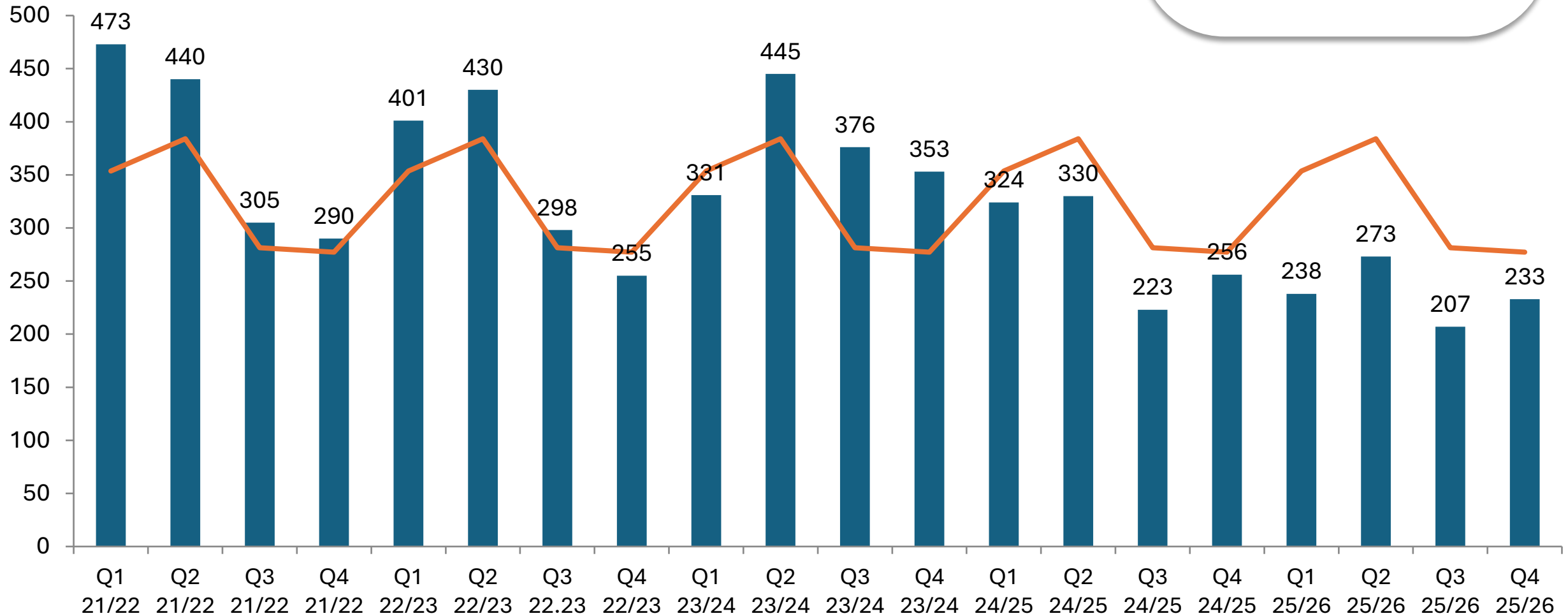


- Trend over the last 5 years is **generally decreasing**, although has levelled out in recent years
- While complaints dropped during the COVID pandemic, they have begun to rise again but are still below 2019/20 levels.

Quarterly Trend



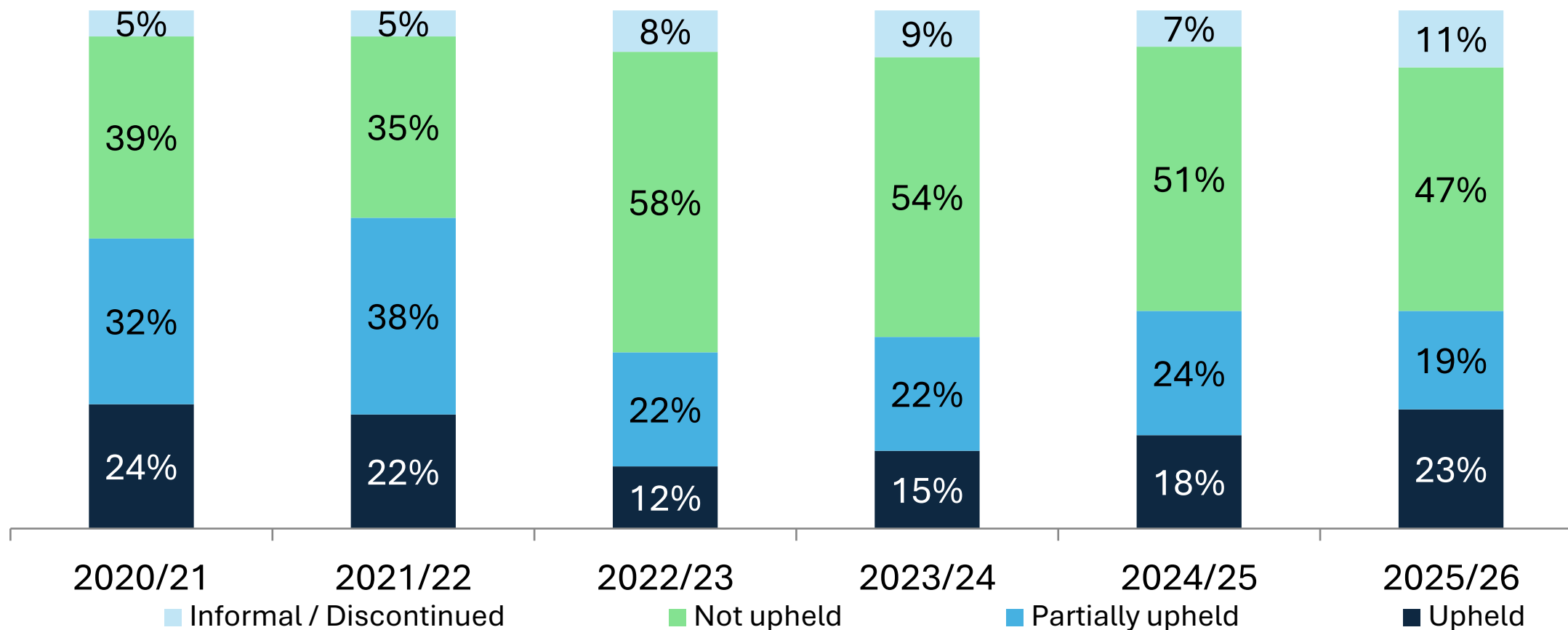
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Corporate Complaint Outcomes



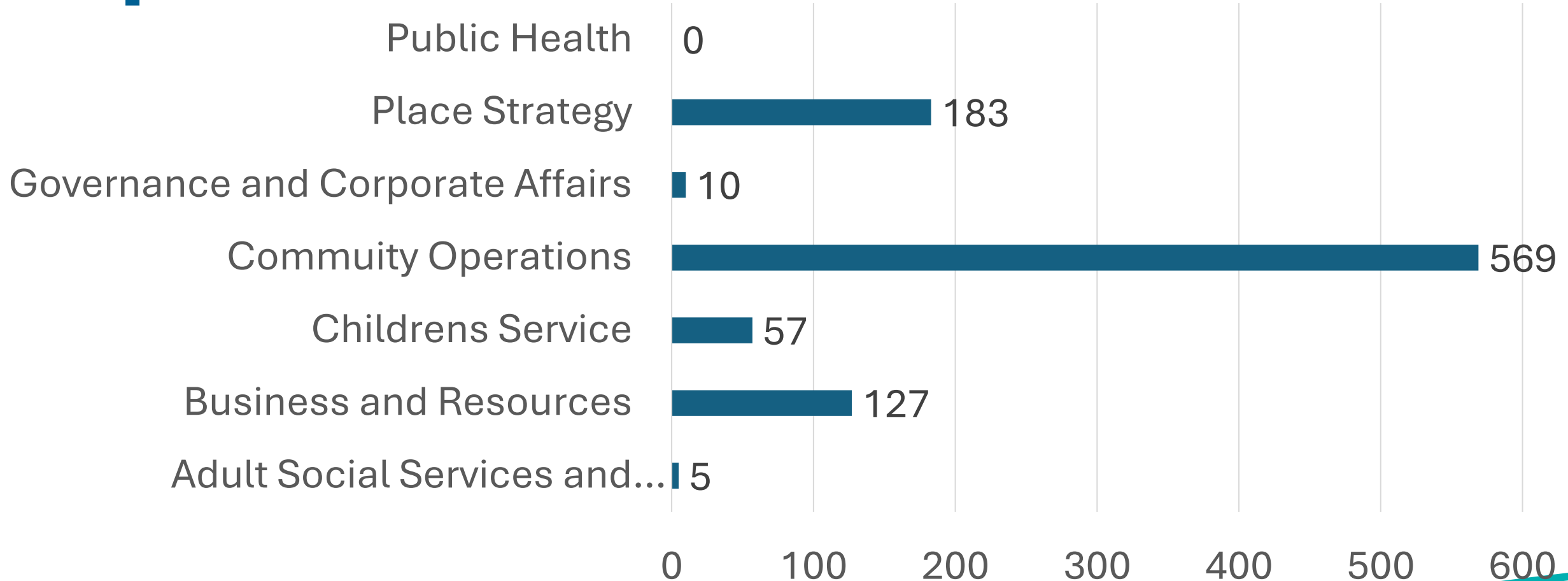
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Corporate Complaints by Department



South Tyneside Council



Complaint Handling Code Compliance



South Tyneside Council

Complaints acknowledged on time

- Stage 1 – 97%
- Stage 2 – 100%

Response times

- Stage 1 – 92% completed on time
- Stage 2 – 64% completed on time

Ombudsman investigations

- 100% of complaint enquiries and investigations responded to on time

Escalation of Corporate Complaints



South Tyneside Council

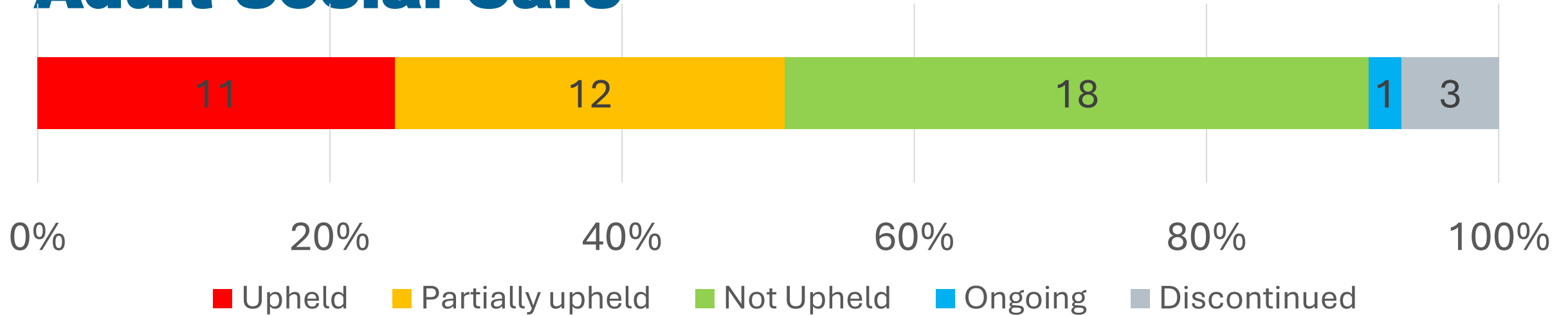


- 86% dealt with at Stage 1
- 12% escalated to Stage 2
- 2% complaints escalated to Local Government and Social Care Ombudsman

Statutory Complaints Adult Social Care



South Tyneside Council

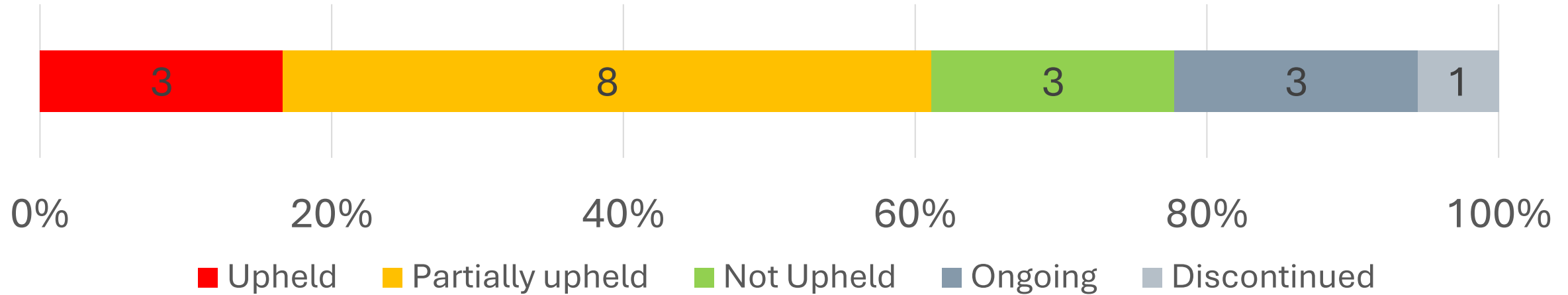


- **45** statutory Adult Social Care complaints received in 2025/26
 - **12** (35%) related to being unhappy with a decision we have made
 - **12** (35%) related to quality of service
 - **8** (18%) related to poor communication
- **38%** of complaints raised have led to service improvements

Statutory Complaints Children Social Care



South Tyneside Council



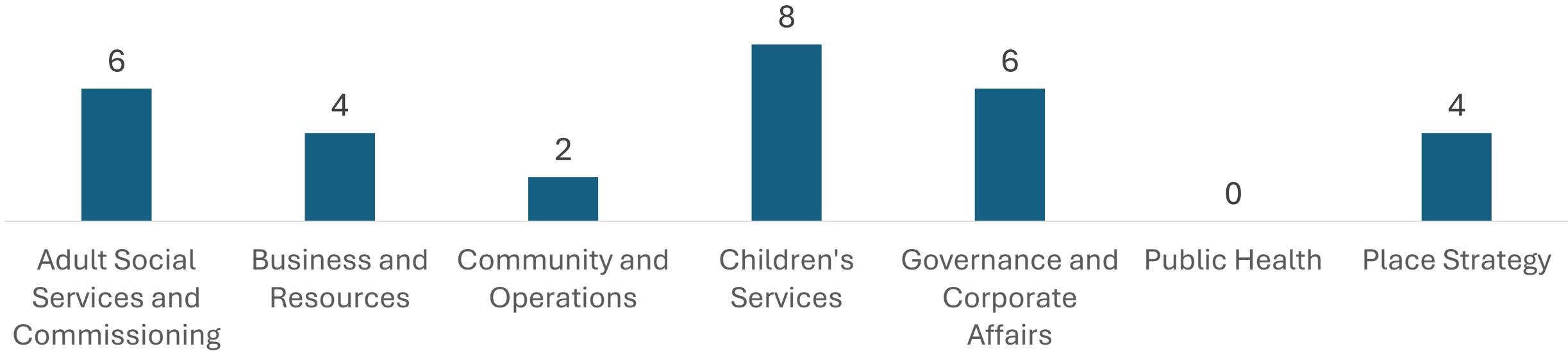
- **12** statutory Children Social Care complaints received in 2025/26
- **6** (33%) complaints related to being unhappy with a decision we have made
- **5** (28%) complaints related to quality of service
- **61%** of complaints raised led to service improvements

Ombudsman Decisions



South Tyneside Council

Local Government Ombudsman decisions received 2025/26



LGSCO Decisions

- **30** decisions from the Ombudsman
- **7** decisions upheld

Compliments



South Tyneside Council

