

FOI Ref  
**10319**

Response sent  
**25 Jan 22**

### **(CCC) Complaints, Casework & FOI stats**

- The size (FTE Equivalent) and structure of your team/s who deal with all Complaints, Members casework, MP Enquiries, FOI's and SARs.
- Number of Complaints, Members Casework, MP Enquiries, FOI and SARs received and processed in the tax year 2020-2021 and between the period 1st April 2021 and 31st December 2021.
- Number of general enquiries received and processed by your complaints team/s.
- How many elected members are there in your council?
- Additionally, If you currently have a 2 stage complaint procedure; please advise when this was changed from 3 stages. Since that time- What percentage increase/decrease in numbers of complaints has there been in your stage 1's and 2's? How many working days do you have for your stage 1 and stage 2 complaints?

### **Response:**

Thank you for your request for information above, which we have dealt with under the terms of the Freedom of Information Act 2000.

I hope the following will answer your query:

- [The size \(FTE Equivalent\) and structure of your team/s who deal with all Complaints, Members casework, MP Enquiries, FOI's and SARs.](#)

Please also see online: [Council structure, November 2021 - Cambridge City Council](#)

Complaints team is made up of two smaller teams, system admins and triage admins. System admin team is 1 officer (Business Development Manager) and a Business Development Officer, both on 37.5 hours per week. We are assisted by the Executive Support team, which is 3 FTE.

FOI's and SAR's team has a Manager, deputy and 4 FTE equivalent officers.

- [Number of Complaints, Members Casework, MP Enquiries, FOI and SARs received and processed in the tax year 2020-2021 and between the period 1st April 2021 and 31st December 2021.](#)

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Complaints:

Stage 1 – 712

Stage 2 – 56

FOI 2020-2021 = 1261

SAR 2020-2021 = 60

FOI 1/04/21-31/12/21 = 467

SAR 1/04/21-31/12/21 = 29

- Number of general enquiries received and processed by your complaints team/s.

Assuming this relates to the same time period as the previous point on the FOI (1/4/21 – 31/12/21) – we received 471 comment/suggestion cases. These are general feedback received that aren't counted as complaints, and can include service requests. The CSC also has a channel for receiving general enquiries – but our complaints system is not used for this.

- Additionally, if you currently have a 2 stage complaint procedure; please advise when this was changed from 3 stages. Since that time- What percentage increase/decrease in numbers of complaints has there been in your stage 1's and 2's? How many working days do you have for your stage 1 and stage 2 complaints?

Change from 3 Stages to 2 happened at the end of the 2019/20 reporting year. In 2020/21 there was a 30% reduction at stage 1 from 1056 to 736, and a 27% reduction in stage 2 complaints from 75 to 55. The target date for a response at both stages is ten working days.

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)