

Request

I am writing to you under the Freedom of Information Act 2000 to request the following information from Wigan Metropolitan Borough. Please may you provide me with:

A .csv file detailing a list of all the different complaints the council has received over the past 12 months. It would be great for the file to contain as much information about the complaints as possible under the Information Act.

This would include - the complaint type, heading of the complaint, what the complaint was about and the date and month the complaint was filed.

Include an overview of the data, sharing:

- The total number of complaints in the past 12 months.
- The percentage of the complaints upheld.
- The complaint type with the highest amount of complaints
- The complaint type with the lowest number of complaints

Response

Total Complaints	2248
Percentage upheld	29%
Type with highest complaints	Housing
Type with lowest complaints	Councillor

Please see attached Excel workbook. Note – it is not possible to convert this to .csv as recording methods differ across services.

Adult Social Care

* It should be noted that one complaint may cover several different areas/teams and issues so the numbers will not tally with the total number of complaints.

Children's Social Care

**Note the service only records numbers of formal complaints that have been upheld*

**As with Adult Social Care - It should be noted that one complaint encompass several different categories so the numbers will not tally with the total number of complaints.