



1. The total number of complaints received each year from 2020 to 2025 relating to homecare (domiciliary care) services.

Year	2020	2021	2022	2023	2024	2025 to date
Number	11	30	49	37	30	14

2. Where available, please provide a breakdown of complaints by issue type (e.g. quality of care, missed visits, staff conduct, communication).

Year	2020	2021	2022	2023	2024	2025 to date
Quality	10	23	32	24	13	9
Missed Visits	0	1	0	0	0	0
Staff Conduct	1	9	0	0	0	2
Communication	0	4	9	9	4	4
Other	5	17	15	15	10	4

** There maybe more than one reason, therefore figures will not tally**

3. Please state whether these complaints relate to directly provided services, commissioned providers, or both.

Both