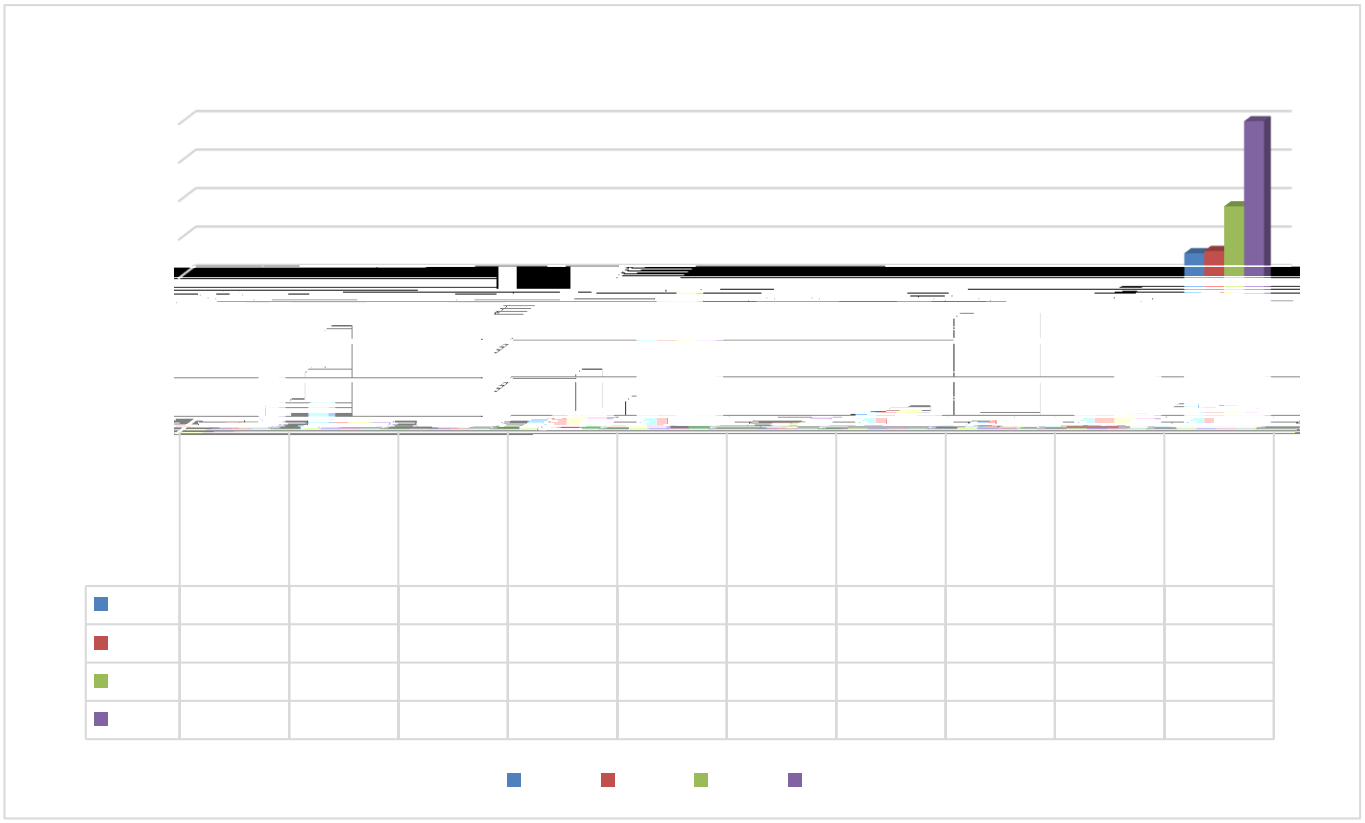
5 Spelling Bee Contestants Who Made Human Complaints

38

22

7. Total Number of Corporate Representations Received

8. Representations received by Directorate



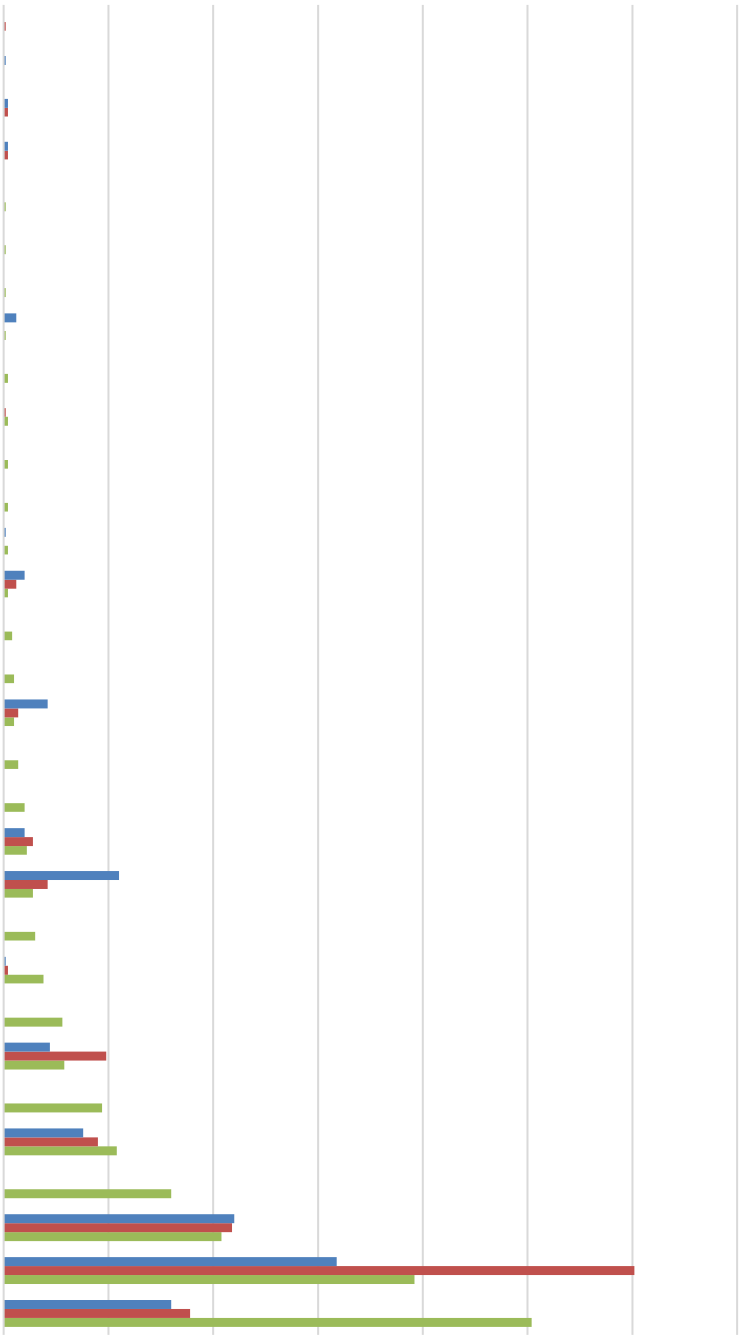
9. Representations by Service Area

Economy and Infrastructure, 2023-24

	Q1	Q2	Q3	Q4	Total 2324
					1
					2
					1
					1
					2
					4
					1
	1	1	3	7	12

	Q1	Q2	Q3	Q4	Total 2324
					0
					1
					4
					0
					1
					10

11. Themes in Complaints 2023-24



13. Stage 2 Outcomes

15. Timescales

15.1 **Stage 1**

15.1.1

15.2 **Stage 2**

15.2.1 The timescale for response at Stage 2 is 25 working days.

15.2.2 The majority of Stage 2 complaints were responded to inside the 25-working day target. This includes escalations where we confirm the Stage 1 response is final (and where no further investigation takes place).

15.2.3 Several factors contributed to the exceeded time limits. The main reasons are the complexity and number of elements to some complaints and difficulties in arranging interviews with both complainants and WCC/WCF Officers.

15.2.4 Where complaints were known to exceed the standard timescales, dialogue was maintained with complainants to ensure they remained informed.

15.3 **Freedom of Information, E m**

16. Comments