

1. How many formal complaints have you received from citizens from 1st January 2022 to 31st December 2022 (inclusive)? Here complaints are defined as any expression of dissatisfaction with the council's services whether justified or not.
2. How many of the above formal complaints have been escalated to another stage?
3. If possible, how many formal complaints have you received from citizens from 1st January 2021 to 31st December 2021 (inclusive)?
4. How many of the above formal complaints have been escalated to another stage?