

Newry, Mourne and Down District Council

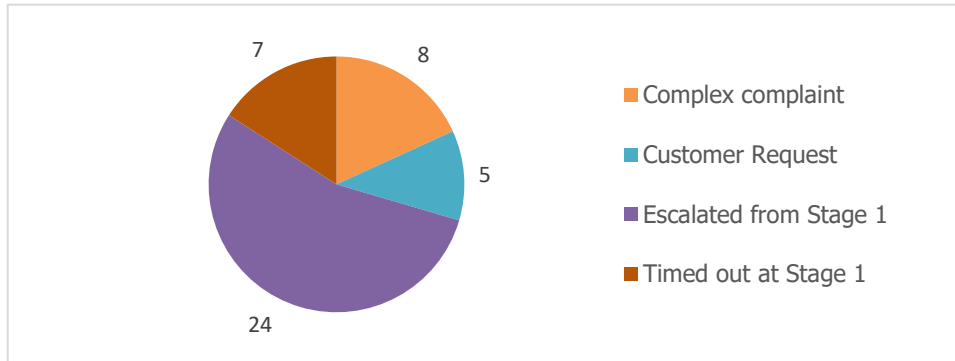
Annual Complaint Handling Performance Report 2024



Complaints Management

In the 12 months to 31 December 2024, Council received 242 complaints which means an average of 1.3 complaints were received per 1,000 residents.

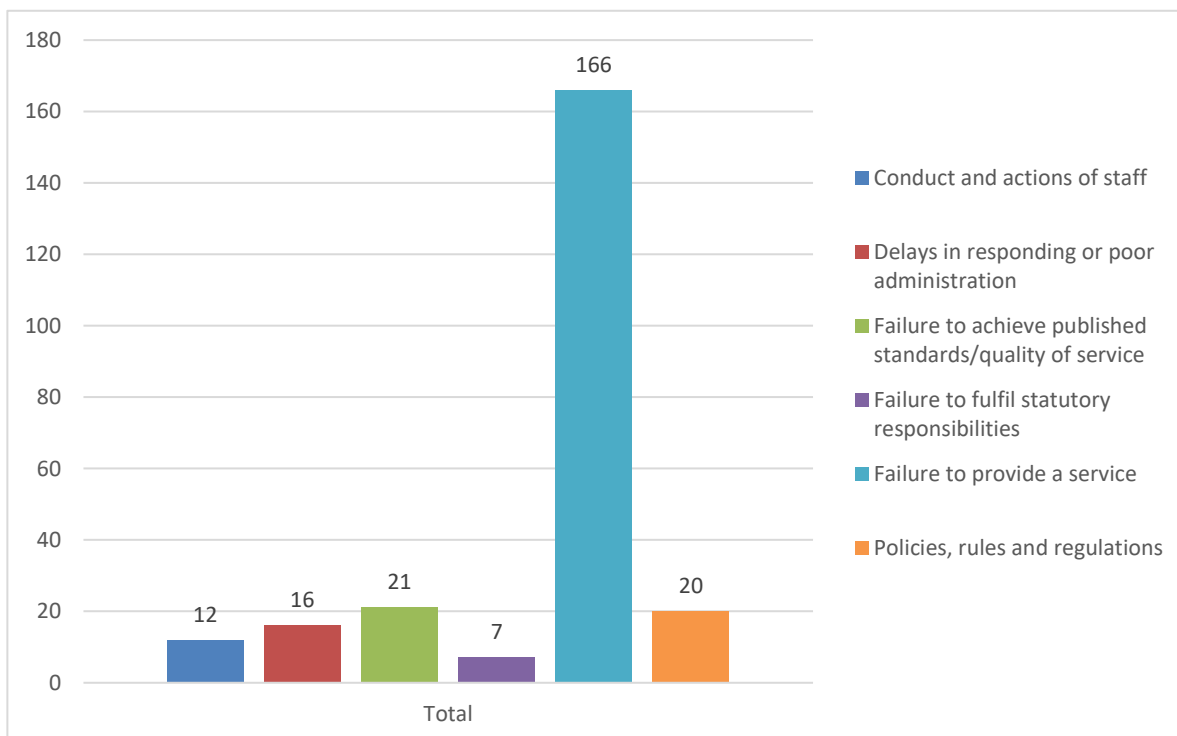
- 242 complaints received
- 186 Stage 1 complaints closed
- 44 complaints processed at Stage 2 as follows:



59% of complaints processed were received by Council's online form which demonstrates a growing trend to interact digitally with Council.

Complaint categories

The main reason for complaints was 'Failure to Provide a service' which accounted for 69% of all complaints made. The second most common reason was 'Failure to achieve published standards/quality of service' and third was complaints about 'Policies, rules and regulations'.

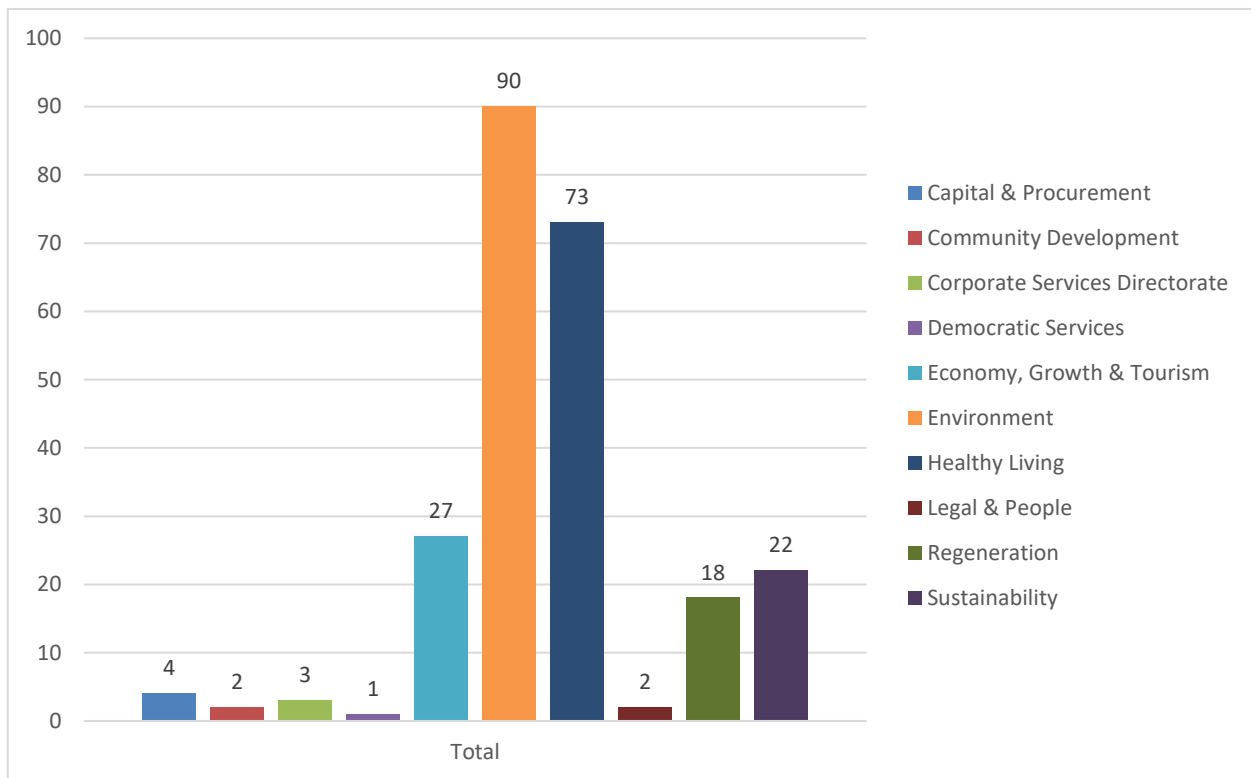


Complaints by Council Department

Complaints about bin collections and other related services (Environment) accounted for 90 complaints, representing 37% of the total received.

Healthy Living received 73 complaints, primarily concerning Indoor Leisure services, making up 30% of the overall total.

The Economy, Growth and Tourism department received 27 complaints, most of which were related to Tourism services.



Complaint extensions

- 14 Stage 1 complaints were extended.
- 15 Stage 2 complaints were extended.

Average time to close complaints

- The average time to close all stage 1 complaints was 5 days
- The average time to close all Stage 1 complaints that weren't extended was 3 working days
- The average time to close extended stage 1 complaints was 10 days
- The average time to close all stage 2 complaints was 33 days
- The average time to close all Stage 2 complaints that weren't extended was 14 working days
- The average time to close extended stage 2 complaints was 48 days

Resolution of complaints

- 75% of stage 1 complaints were closed within five working days
- 13% of all stage 1 complaints were resolved at point of contact
- 38% of all stage 1 complaints were upheld and 21% were partially upheld
- 26% of all stage 1 complaints were not upheld and 2% were withdrawn
- 56% of stage 2 complaints were acknowledged within 3 working days
- 44% of stage 2 complaints were closed within 20 working days
- 38% of stage 2 complaints were upheld, 13% were partially upheld and 49% were not upheld

Lessons Learned

The Council systematically reviews and analyses complaints to ensure that lessons have been learned, services improved, and appropriate action taken.

For further information on our Complaints Handling Procedures please visit <https://www.newrymournedown.org/complaints-to-the-council>

**Ag freastal ar an Dún
agus Ard Mhacha Theas**
**Serving Down
and South Armagh**

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