

Volume of customer compliments and complaints 2022

Customer compliments 2022

| Department | Q1 Data | Q2 Data | Q3 Data | Q4 Data | Annual Figure |
|----------------------------------------------|---------|---------|---------|---------|---------------|
| All Departments | 219 | 239 | 222 | 220 | 900 |
| Customer and Local Services | 37 | 31 | 25 | 17 | 110 |
| Chief Operating Officer | 1 | 0 | 0 | 1 | 2 |
| COVID-19 | 4 | 8 | 14 | 11 | 37 |
| Children, Young People, Education and Skills | 39 | 28 | 43 | 35 | 145 |
| Department for the Economy | 0 | 0 | 2 | 1 | 3 |
| Health and Community Services | 106 | 131 | 105 | 122 | 464 |
| Infrastructure, Housing and Environment | 11 | 12 | 15 | 12 | 50 |
| Justice and Home Affairs | 12 | 22 | 8 | 3 | 34 |
| Non-Ministerial | 1 | 0 | 0 | 0 | 1 |
| Office of Chief Executive | 1 | 0 | 0 | 0 | 1 |

| Department | Q1 Data | Q2 Data | Q3 Data | Q4 Data | Annual Figure |
|--------------------------------------------|---------|---------|---------|---------|---------------|
| Strategic Policy, Planning and Performance | 0 | 2 | 5 | 2 | 9 |
| Treasury and Exchequer | 7 | 5 | 5 | 16 | 33 |

Customer complaints 2022

| Department | Q1 Data | Q2 Data | Q3 Data | Q4 Data | Annual Figure |
|----------------------------------------------|---------|---------|---------|---------|---------------|
| All Departments | 272 | 259 | 238 | 315 | 1084 |
| Customer ad Local Services | 59 | 75 | 55 | 61 | 250 |
| Chief Operating Office | 10 | 2 | 3 | 2 | 17 |
| COVID-19 | 19 | 22 | 7 | 11 | 59 |
| Children, Young People, Education and Skills | 19 | 22 | 7 | 11 | 59 |
| Department for the Economy | 0 | 0 | 0 | 0 | 0 |
| Health and Community Services | 70 | 55 | 72 | 120 | 317 |
| Infrastructure, Housing and Environment | 37 | 29 | 40 | 45 | 151 |

| Department | Q1 Data | Q2 Data | Q3 Data | Q4 Data | Annual Figure |
|--------------------------------------------|---------|---------|---------|---------|---------------|
| Justice and Home Affairs | 14 | 38 | 8 | 9 | 39 |
| Non-Ministerial | 1 | 0 | 1 | 0 | 2 |
| Office of Chief Executive | 2 | 6 | 1 | 2 | 11 |
| Strategic Policy, Planning and Performance | 1 | 2 | 1 | 1 | 5 |
| Treasury and Exchequer | 33 | 37 | 31 | 40 | 141 |