

3C's Performance Summary: 2023/2024

3C's Received directly at NHC - Annual Comparisons			
	21/22	22/23	23/24
Number of Comments received	28	28	35
Number of Compliments received	185	172	142
Number of Complaints received	275	185	179
Total received	488	385	356
% complaints resolved within 10 working days	77%	77%	86%
% of complaints justified	38%	30%	31%
Complaints received by the LGO	8	13	6
[only 1/6 complaints received by LGO have been investigated by them & remains open]			
Contractor Complaints Data (all contractors)			
	21/22	22/23	23/24
Number of Comments received	136	170	120
Number of Compliments received	153	305	195
Number of Complaints received	148	232	205
Total received	437	707	520
Combined Totals			
	21/22	22/23	23/24
Number of Comments received	164	198	155
Number of Compliments received	338	477	337
Number of Complaints received	423	417	384
Total received	925	1092	876

