

Working together to manage complaints

It is important to us that we make sure all our residents feel they are listened to and treated fairly and equally. We want there to be no barriers for anyone wanting to make a complaint or provide feedback about our services, and ensure that any complaints are handled fairly.

We collect data about our residents who have had cause to complain. An independent team review our complaint handling, to ensure that residents aren't disadvantaged in any way.

For the calendar year January 2022 to December 2022, we received 319 complaints about our services, of which 52% were upheld following investigation.



Of those 319 complaints:

37% were received from residents who declared a disability including mental health and physical disability

59% were received from residents who identified as White British

21% were received from residents whose ethnicity was not known

3.4% were received from residents who chose not to specify

16.5% were received from residents of Black and Minority Ethnic groups.

If you think you could help us improve our Complaint Handling process and have some feedback for us, please email governance@solihull.gov.uk, with 'Complaints Handling feedback' as the title of your email.