

OFFICIAL

Glasgow City Council Complaints Performance Report 2018 – 19

Period	Total complaints received	Stage 1 (frontline)	Stage 2 (investigation)	Change from previous year
2018 - 19	9,481	8,764	717	-1,607 (14pc fewer than previous year)
2017 - 18	11,088	10,057	1,031	-2,044 (-16pc)
2016 - 17	13,092	11,737	1,355	-4,220 (-24pc)
2015 - 16	17,312	15,764	1,544	+3,662
2014 - 15	13,650	12,139	1,511	+3,526
2013 - 14	10,124*	9,452	672	N/A