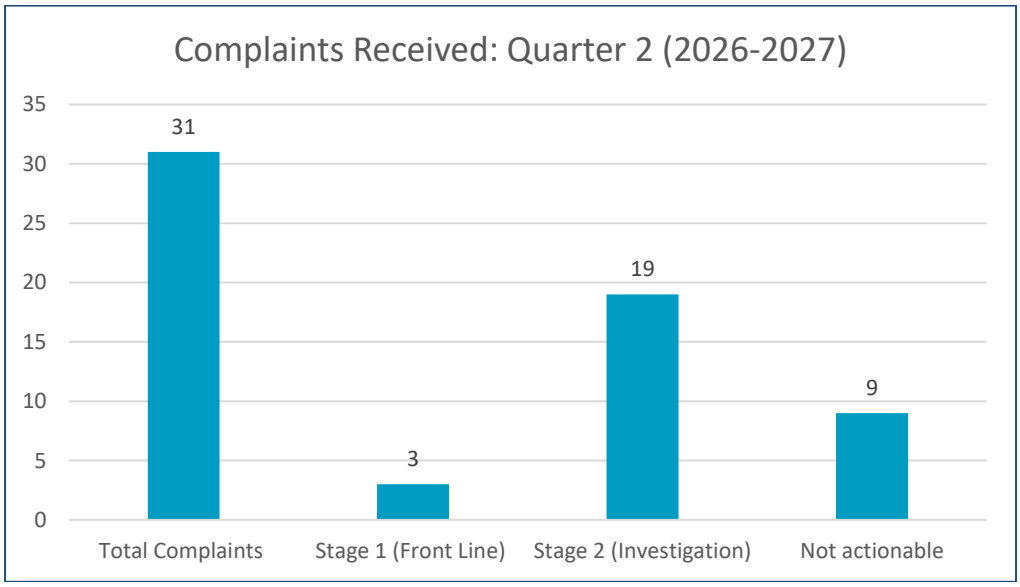
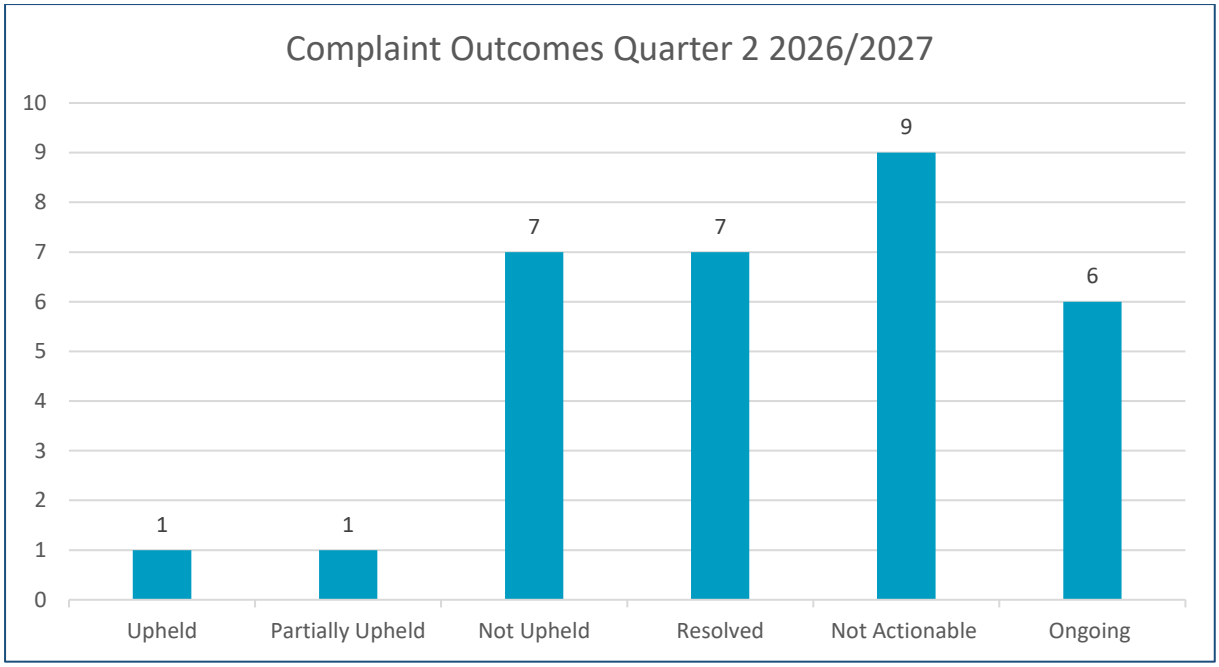
Complaints Report Q2

1 July to 30 September 2026

There were 31 complaints received in Q2 of 2026/27. This is an increase from the number of complaints received in Q1 of 2026/27 (19) and compared to Q2 of 2025/26 (21)

Complaints received in Q2.





Lessons learned and service improvement

We have been reviewing our procedures to identify where we can enhance them and that work will continue. We have updated the CHS website to make the opportunities for children and young people to provide feedback or make a complaint more child centred.