

Customer Feedback reports for 2022-23



“The customer feedback report for 2022-23 covers corporate customer feedback, as well as reporting on Adult Statutory Complaints and Children’s Statutory Complaints. The report shows a reduction in the number of complaints received, an increase in positive feedback and improvements in complaint handling performance. It shows that the council’s response to complaints is effective and that services are learning from complaints and wider customer feedback, and continuously improving.”



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Councillor Nathan England (Labour)

Cabinet member for finance, customer services and governance