

**Complaints Monitoring Report  
Economic Growth and Development Services**

**Quarter 4 2020/21 – January to March 2021**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Total number of complaints received	10	6	7	12	13
Total number of complaints closed	8	9	7	10	13
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
<b>NUMBER AND PERCENTAGE CLOSED</b>										
Number of complaints closed - Frontline	5	63%	3	33.3%	5	71.4%	3	30%	6	46.2%
Number of complaints closed - Investigative	3	38%	6	66.7%	2	28.6%	6	60%	7	53.8%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	1	10%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
<b>FRONTLINE</b>										
Number of Frontline complaints upheld	0	0%	0	0%	2	40%	0	0%	0	0%
Number of Frontline complaints partially upheld	2	40%	1	33.3%	1	20%	0	0%	0	0%
Number of Frontline complaints not upheld	3	60%	2	66.7%	2	40%	3	100%	6	100%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
<b>INVESTIGATIVE</b>										
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	16.7%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	3	100%	5	83.3%	2	100%	6	100%	7	100%
					0	0%				

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
<b>ESCALATED</b>										
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	1	100%	N/A	N/A

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Average time in working days for a full response - Frontline	8	11.3	5.6	5.67	4.5
Average time in working days for a full response - Investigative	33.3	19.3	18.0	24.17	20.14
Average time in working days for a full response - Escalated	N/A	N/A	N/A	19	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	80%	2	66.7%	3	60%	1	33.3%	5	83.3%
Number of complaints closed within 20 working days - Investigative	1	33%	3	60%	1	50%	3	50%	3	42.9%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	1	100%	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	33%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
No upheld or partially upheld complaints this quarter						