

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|------|------------|-----|------------|-----|------------|-----|------------|-----|
| | Q4 2019/20 | | Q1 2020/21 | | Q2 2020/21 | | Q3 2020/21 | | Q4 2020/21 | |
| | number | % | number | % | number | % | number | % | number | % |
| INVESTIGATIVE | | | | | | | | | | |
| Number of Investigative complaints upheld | 0 | 0% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Number of Investigative complaints partially upheld | 1 | 100% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Number of Investigative complaints not upheld | 0 | 0% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|
| | Q4 2019/20 | | Q1 2020/21 | | Q2 2020/21 | | Q3 2020/21 | | Q4 2020/21 | |
| | number | % | number | % | number | % | number | % | number | % |
| ESCALATED | | | | | | | | | | |
| Number of Escalated complaints upheld | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Number of Escalated complaints partially upheld | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Number of Escalated complaints not upheld | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

| The average time in working days for a full response to complaints at each stage | | | | | |
|---|------------|------------|------------|------------|------------|
| RESPONSE TIME | 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 | N/A | N/A | 71 | N/A | N/A |
| Average time in working days for a full response - Investigative | 18 | N/A | N/A | N/A | N/A |
| Average time in working days for a full response - Escalated | N/A | N/A | N/A | N/A | 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 | N/A | N/A | N/A | N/A | 0 | 0% | N/A | N/A | N/A | N/A |
| Number of complaints closed within 20 working days - Investigative | 1 | 100% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Number of complaints closed within 20 working days - Escalated | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 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 | N/A | N/A | N/A | N/A | 0 | 0% | N/A | N/A | N/A | N/A |
| Number of complaints with an extension – Investigative or Escalated Investigative | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|--|--------------------------|----------------|----------------------------|---------------------|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| N/A this quarter | | | | |