

Complaints Monitoring Report

Human Resources, Organisational Development & ICT

Quarter 4 2020/21 - January to March 2021

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4
Total number of complaints received	1	0	0	1	2
Total number of complaints closed	0	0	0	0	3
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.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	N/A	0	N/A	0	N/A	0	N/A	2	67%
Number of complaints closed - Investigative	0	N/A	0	N/A	0	N/A	0	N/A	1	33%
Number of complaints closed - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	1	50%
Number of Frontline complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	1	50%

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

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4
Average time in working days for a full response - Frontline	N/A	N/A	N/A	N/A	9.5
Average time in working days for a full response - Investigative	N/A	N/A	N/A	N/A	84.0
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	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	0	N/A	0	N/A	0	N/A	1	50%
Number of complaints closed within 20 working days - Investigative	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	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	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	N/A	0	N/A	0	N/A	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer (Name)	Action taken
101002699298	Frontline - Other	Partially Upheld	David McKay	Revision - Update records - the updates from myaccount that should update a customer's Council record is not happening at present due to a change of methodology in matching customers at a national level. The Council has made contact with the Improvement Service to see if there are any improvements that can be made with regard to this.