

**Complaints Monitoring Report  
Governance, Strategy & Performance**

**Quarter 4 2020/21 – 1 January to 31 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	13	2	5	2	15
Total number of complaints closed	11	0	4	2	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	8	73%	N/A	N/A	3	75%	2	100%	12	92%
Number of complaints closed - Investigative	3	27%	N/A	N/A	1	25%	0	0%	1	8%
Number of complaints closed - Escalated	0	0%	N/A	N/A	0	0%	0	0%	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	4	50%	N/A	N/A	0	0%	2	100%	3	25%
Number of Frontline complaints partially upheld	1	13%	N/A	N/A	0	0%	0	0%	1	8%
Number of Frontline complaints not upheld	3	37%	N/A	N/A	3	N/A	0	0%	8	67%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	N/A	N/A	1	100%	N/A	N/A	0	0%
Number of Investigative complaints partially upheld	2	67%	N/A	N/A	0	0%	N/A	N/A	1	100%
Number of Investigative complaints not upheld	1	33%	N/A	N/A	0	0%	N/A	N/A	0	0%

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

<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	6	N/A	6	6	6
Average time in working days for a full response - Investigative	20	N/A	21	N/A	13
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	5	63%	N/A	N/A	2	66.7%	0	0%	8	75%
Number of complaints closed within 20 working days - Investigative	1	33%	N/A	N/A	0	0%	N/A	N/A	1	100%
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	0	0%	N/A	N/A	0	0%	0	0%	1	8%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	N/A	N/A	0	0%	N/A	N/A	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002712210	Council Tax	Upheld	Taxation Manager	Reinforcement – ensure Contact Team forward through taxation communications from customers.
101002714667	Council Tax	Upheld	Taxation Manager	Redress – cancelled warrant and penalty, acknowledged mistake made in setting up standing order instead of direct debit.
101002724417	Other	Upheld	Legal Services Manager	Redress – acknowledged delay in responding to complainant, investigation resolved.
101002749628	Council Tax	Partially Upheld	Taxation Manager	Reinforcement – acknowledged delay in responding to enquiry due to enquiry being logged in wrong work queue. Remedial action taken to avoid similar errors.
101002723244	Process/Procedure	Partially Upheld	Head of Legal and Democratic Services	Redress – acknowledged initial response to enquiry did not contain sufficient detail. Future responses will provide more detail.