

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	1	33%
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	2	100%	2	67%
Number of Investigative complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	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
Number of Escalated complaints (Resolution)	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	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	5	3	3
Average time in working days for a full response - Investigative	N/A	N/A	N/A	18	24
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	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	N/A	N/A	2	66.7%	3	100%	3	100%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	2	100%	0	0%
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	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	N/A	N/A	1	33.3%	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
101002810031	Process/Procedure	Upheld	Active Schools & Sports Development Manager	All staff advised to delay any soaping of the floor until all customers have left the changing area.
101002792885	Process/Procedure	Partially Upheld	Administration Manager	Complaints handling procedure to be followed.