

## Complaints Monitoring Report Governance, Strategy & Performance

**Quarter 1 2021/22 – 1 April to 30 June**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22
Total number of complaints received	2	5	2	15	10
Total number of complaints closed	0	4	2	13	9
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>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	N/A	N/A	3	75%	2	100%	12	92%	9	100%
Number of complaints closed - Investigative	N/A	N/A	1	25%	0	0%	1	8%	0	0%
Number of complaints closed - Escalated	N/A	N/A	0	0%	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>										
<b>FRONTLINE</b>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	0	0%	2	100%	3	25%	1	11%
Number of Frontline complaints partially upheld	N/A	N/A	0	0%	0	0%	1	8%	2	22%
Number of Frontline complaints not upheld	N/A	N/A	3	N/A	0	0%	8	67%	6	67%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

<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>	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	1	100%	N/A	N/A	0	0%	N/A	N/A
Number of Investigative complaints partially upheld	N/A	N/A	0	0%	N/A	N/A	1	100%	N/A	N/A
Number of Investigative complaints not upheld	N/A	N/A	0	0%	N/A	N/A	0	0%	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<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>	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 Complaints (Resolution)	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>	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22
Average time in working days for a full response - Frontline	N/A	6	6	6	5
Average time in working days for a full response - Investigative	N/A	21	N/A	13	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	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	2	66.7%	0	0%	8	75%	4	44%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	0	0%	N/A	N/A	1	100%	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	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	0	0%	0	0%	1	8%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	0	0%	N/A	N/A	0	0%	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002712210	Housing / Council Tax Benefit	Upheld	Recovery Assistant	Redress – apology given and a vulnerable marker added to the benefit claim. Communication between different council sections to be looked into.
101002714667	Complaint Against Staff	Partially Upheld	Customer Contact Manager	Revision – apology given and review of procedures for returned mail undertaken by Taxation Manager
101002724417	Council Tax	Partially Upheld	Taxation Officer	Redress – apology given and remedial action taken including a reminder to team so as to avoid this happening again.