

Number of Investigative Complaints upheld / partially upheld / not upheld / closed as resolution, as a percentage of complaints closed in full at each stage										
Investigative	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of Investigative complaints partially upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of Investigative complaints not upheld	0	N/A	0	N/A	0	N/A	1	100%	0	N/A
Number of Investigative complaints closed as resolution	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	100%

Number of Escalated Complaints upheld / partially upheld / not upheld / closed as resolution, as a percentage of complaints closed in full at each stage										
Escalated	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	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
Number of Escalated complaints closed as resolution	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1
Average time in working days for a full response - Frontline	N/A	N/A	N/A	9.5	9.0
Average time in working days for a full response - Investigative	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	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	0	N/A	0	N/A	1	50%	0	0%
Number of complaints closed within 20 working days - Investigative	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	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	N/A	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	N/A	0	N/A	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer (Name)	Action taken
101002790238	Frontline - Other	Upheld	Grant Cruickshank	Line Manager has addressed this complaint with staff member concerned.
101002770954	Investigative - Other	Resolution	Grant Cruickshank Eleanor Hardy	Complainant will receive monies due this month.