

## Complaints Monitoring Report Financial Services (including Revenues)

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

<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	1	0	0	0	8
Total number of complaints closed	0	1	0	0	8
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	1	100%	N/A	N/A	N/A	N/A	8	100%
Number of complaints closed - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of complaints closed - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	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	1	100%	N/A	N/A	N/A	N/A	1	12.5%
Number of Frontline complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	25%
Number of Frontline complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	62.5%
Number of Frontline complaints closed as "resolution"									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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative 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 Investigative 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 Investigative complaints closed as "resolution"									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 Escalated complaints closed as "resolution"									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	71	N/A	N/A	5.63
Average time in working days for a full response - Investigative	N/A	N/A	N/A	N/A	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	0	0%	N/A	N/A	N/A	N/A	3	37.5%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	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%	N/A	N/A	N/A	N/A	0	0%
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						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002764421	1	Housing/Council Tax Benefit	Andrew Grant	Upheld	Redress	A vulnerable marker has been added to the benefit claim and future communication between different sections within the council will be looked into.
101002767550	1	Complaint Against Staff	Margaret Kidd, Customer Contact Manager	Partially Upheld	Revision	The Advisor checked the system and could see that mail had been returned but did not notice the error regarding the house number, which may have helped you understand why the initial bill had been returned, and she was not fully aware of the processing timescales for the investigation of returned mail – this will be addressed by the review of procedures that the Taxation Manager will be undertaking.

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002822000	1	Council Tax	Gillian Fraser	Partially Upheld	Redress	Remedial action taken and spoken to team to avoid this happening again.