



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	0	0%	0	0%	0	0%	0	0%	3	42.9%
Number of Investigative complaints partially upheld	1	16.7%	0	0%	0	0%	0	0%	2	28.6%
Number of Investigative complaints not upheld	5	83.3%	2	100%	6	100%	7	100%	2	28.6%
Number of Investigative complaints closed as "resolution"									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	0	0%	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A
Number of Escalated complaints closed as "resolution"									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	Q1 2021/22
Average time in working days for a full response - Frontline	11.3	5.6	5.67	4.5	7.17
Average time in working days for a full response - Investigative	19.3	18.0	24.17	20.14	21.43
Average time in working days for a full response - Escalated	N/A	N/A	19	N/A	N/A

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>										
<b>MEETING TARGET TIMESCALES</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 within 5 working days - Frontline	2	66.7%	3	60%	1	33.3%	5	83.3%	3	42.9%
Number of complaints closed within 20 working days - Investigative	3	60%	1	50%	3	50%	3	42.9%	3	42.9%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>										
<b>EXTENSIONS</b>	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	0	0%	0	0%	0	0%	0	0%	1	20%
Number of complaints with an extension – Investigative or Escalated Investigative	1	33%	0	0%	0	0%	0	0%	0	0%

<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>						
<b>Complaint ID</b>	<b>Frontline = 1 Investigative = 2</b>	<b>Complaint Type</b>	<b>Investigating Officer</b>	<b>Decision</b>	<b>Outcome</b>	<b>Learning Outcome</b>
101002765043	1	Other	Richard Smith	Resolution	N/A	-
101002770238	1	Other	Beverly Smith	Resolution	N/A	-
101002740878	2	Other	Andy Stewart	Partially Upheld	N/A	More effort will be taken with communication regarding future ASB complaints.

<b>Complaint ID</b>	<b>Frontline = 1 Investigative = 2</b>	<b>Complaint Type</b>	<b>Investigating Officer</b>	<b>Decision</b>	<b>Outcome</b>	<b>Learning Outcome</b>
101002762469	2	Process/Procedure	Andy Stewart	Upheld	Revision	<i>As Per Andy</i>
101002785309	2	Process/Procedure	Russell/Iain	Upheld	Revision	Refresher Training
101002791178	2	Process/Procedure	John Black	Upheld	Revision	Staff member accepted that he had unwittingly not responded to the email and apologised for this. Complainant given an apology and explanation of the issues raised in the email that had not been responded to.