

Complaints Monitoring Report Governance, Strategy & Performance

Quarter 2 2021/22 – 1 July to 30 September

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Total number of complaints received	5	2	15	10	11
Total number of complaints closed	4	2	13	9	11
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.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	75%	2	100%	12	92%	9	100%	11	100%
Number of complaints closed - Investigative	1	25%	0	0%	1	8%	0	0%	0	0%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	2	100%	3	25%	1	11%	1	9%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	8%	2	22%	3	27%
Number of Frontline complaints not upheld	3	N/A	0	0%	8	67%	6	67%	7	64%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%

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

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2020/21		Q2 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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2020/21	Q2 2021/22
Average time in working days for a full response - Frontline	6	6	6	5	5
Average time in working days for a full response - Investigative	21	N/A	13	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	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2020/21		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	66.7%	0	0%	8	75%	4	44%	8	73%
Number of complaints closed within 20 working days - Investigative	0	0%	N/A	N/A	1	100%	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	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2020/21		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	8%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	N/A	N/A	0	0%	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002855374	Process / Procedure	Upheld	Democratic Services Manager	Redress – apology given as incorrect information provided. This will be followed up with staff to ensure it does not happen again.
101002868131	Process / Procedure	Partially Upheld	Taxation Services Manager	Revision – apology given and review of procedures for dealing with requests.
101002883699	Council Tax	Partially Upheld	Taxation Services Manager	Redress – apology given as officers did not act on instructions given.
101002887161	Process / Procedure	Partially Upheld	Senior Registrar	Revision – Acknowledged information may not have been clear, process has been updated to make it clear that deposits are non-refundable. Refund made as good will gesture on this occasion.