

**Complaints Monitoring Report  
Economic Growth and Development Services**

**Quarter 3 2021/22 – October to December 2021**

<b>Total Complaints Received and Total Complaints Closed</b>										
<b>NUMBER OF COMPLAINTS</b>	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
Total number of complaints received	12		13		14		11		8	
Total number of complaints closed	10		13		15		11		6	
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>	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	30%	6	46.2%	8	53.3%	0	0%	5	83.3%
Number of complaints closed - Investigative	6	60%	7	53.8%	7	46.7%	11	100%	1	16.7%
Number of complaints closed - Escalated	1	10%	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>	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	N/A	N/A	2	40%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	N/A	N/A	1	20%
Number of Frontline complaints not upheld	3	100%	6	100%	6	75%	N/A	N/A	2	40%
Number of Frontline complaints closed as "resolution"					2	25%	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>										
	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
<b>INVESTIGATIVE</b>										
Number of Investigative complaints upheld	0	0%	0	0%	3	42.9%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	2	28.6%	0	0%	0	0%
Number of Investigative complaints not upheld	6	100%	7	100%	2	28.6%	11	100%	1	100%
Number of Investigative complaints closed as "resolution"					0	0%	0	0%	0	0%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
<b>ESCALATED</b>										
Number of Escalated complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	1	100%	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	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>	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22
Average time in working days for a full response - Frontline	5.67	4.5	7.17	N/A	2.6
Average time in working days for a full response - Investigative	24.17	20.14	21.43	37.9	11.00
Average time in working days for a full response - Escalated	19	N/A	N/A	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>	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	33.3%	5	83.3%	3	42.9%	N/A	N/A	5	100%
Number of complaints closed within 20 working days - Investigative	3	50%	3	42.9%	3	42.9%	10	90.9%	1	100%
Number of complaints closed within 20 working days - Escalated	1	100%	N/A	N/A	N/A	N/A	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>	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	20%	N/A	N/A	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	N/A	N/A

<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>
101002906695	1	Process/Procedure	Development Management & Building Standards Manager	Partially Upheld	Revision	Changes made to staffing to help look forward
101002915093	1	Other	Development Management	Upheld	Revision	

			& Building Standards Manager			
101002943361	1	Complaint Against Staff	Development Management & Building Standards Manager	Upheld	Revision	Discussion with officer involved