

Complaints Monitoring Report
Finance
Quarter 4 2021/22 – January to March 2022

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q4 2020/21 | Q1 2021/22 | Q2 2021/22 | Q3 2021/22 | Q4 2021/22 |
| Total number of complaints received | 0 | 8 | 7 | 11 | 6 |
| Total number of complaints closed | 0 | 8 | 7 | 11 | 7 |
| 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 | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | | Q4 2021/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | N/A | N/A | 8 | 100% | 7 | 100% | 11 | 100% | 6 | 86% |
| Number of complaints closed - Investigative | N/A | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 14% |
| Number of complaints closed - Escalated | N/A | N/A | 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 | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2020/22 | | Q4 2020/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | N/A | N/A | 1 | 12.5% | 1 | 14.3% | 0 | 0% | 1 | 17% |
| Number of Frontline complaints partially upheld | N/A | N/A | 2 | 25% | 2 | 28.6% | 2 | 18% | 1 | 17% |
| Number of Frontline complaints not upheld | N/A | N/A | 5 | 62.5% | 4 | 57.1% | 9 | 82% | 4 | 66% |
| Number of Frontline complaints closed as "resolution" | | | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |

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

| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|
| | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | | Q4 2020/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| ESCALATED | | | | | | | | | | |
| 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 | 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 | Q4 2020/21 | Q1 2021/22 | Q2 2021/22 | Q3 2021/22 | Q4 2020/22 |
| Average time in working days for a full response - Frontline | N/A | 5.63 | 4.71 | 4.41 | 4.33 |
| Average time in working days for a full response - Investigative | N/A | N/A | N/A | N/A | 17.00 |
| 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 | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | | Q4 2020/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | N/A | N/A | 3 | 37.5% | 5 | 71.4% | 10 | 91% | 4 | 66% |
| 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 | 1 | 100% |
| 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 | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | | Q4 2020/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints with an extension – Frontline | N/A | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 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 | 0 | 0% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | | | |
|---------------------------------------|------------------------------------|-------------------|-----------------------|------------------|----------|---|
| Complaint ID | Frontline = 1 Investigative = 2 | Complaint Type | Investigating Officer | Decision | Outcome | Learning Outcome |
| 101002990059 | 1 | Process/Procedure | Taxation Officer | Upheld | Redress | Remind staff of correct procedures to be followed |
| 101003025777 | 1 | Process/Procedure | Benefits Supervisor | Partially Upheld | Revision | Reminder to processing team to allow extra time if backlog of emails before suspending claims |
| 101002945004 | 2 | Process/Procedure | Taxation Officer | Partially Upheld | Revision | To be reviewed with Council Tax Section to ensure all future enquiries are dealt with promptly. |