

Complaints Monitoring Report Governance, Strategy & Performance

Quarter 4 2021/22 – 1 January to 31 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	15	2	5	1	2
Total number of complaints closed	13	1	5	1	1
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	12	92%	1	100%	5	100%	1	100%	1	100%
Number of complaints closed - Investigative	1	8%	0	0%	0	0%	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	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	25%	0	0%	1	20%	0	0%	0	0%
Number of Frontline complaints partially upheld	1	8%	0	0%	1	20%	0	0%	0	0%
Number of Frontline complaints not upheld	8	67%	1	100%	3	60%	1	100%	1	100%
Number of Complaints (Resolution)	N/A	N/A	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										
INVESTIGATIVE	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints partially upheld	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	0	0%	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

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 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	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Average time in working days for a full response - Frontline	6	2	4	1	3
Average time in working days for a full response - Investigative	13	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	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	8	75%	1	100%	4	80%	1	100%	1	100%
Number of complaints closed within 20 working days - Investigative	1	100%	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	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	8%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
NONE				

*Revision of council structure with revenues section moving from Governance, Strategy and Performance to Financial Services as from 1st April 2021. Review of complaints structure to align with council structure currently being undertaken – once complete welfare and benefits complaints will be reported through Governance, Strategy and Performance in the meantime welfare and benefits complaints will be reported through Financial Services.