

Complaints Monitoring Report Governance, Strategy & Performance

Quarter 1 2022/23 – 1 April to 30 June 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Total number of complaints received	2	5	1	2	10
Total number of complaints closed	1	5	1	1	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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	100%	5	100%	1	100%	1	100%	11	100%
Number of complaints closed - Investigative	0	0%	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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	20%	0	0%	0	0%	1	9%
Number of Frontline complaints partially upheld	0	0%	1	20%	0	0%	0	0%	2	18%
Number of Frontline complaints not upheld	1	100%	3	60%	1	100%	1	100%	8	73%
Number of Complaints (Resolution)	0	0%	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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative 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 Investigative 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

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	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	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Average time in working days for a full response - Frontline	2	4	1	3	4
Average time in working days for a full response - Investigative	N/A	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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	4	80%	1	100%	1	100%	8	73%
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	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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	1	33%
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	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003068927	Process / Procedure	Upheld	Senior Discretionary Awards Officer	Reinforcement - Acknowledged delay in distributing pandemic payment award to customer, award subsequently processed. High demand for Self Isolation grants meant target processing times for some grants not met, however processing times have reduced and are under control.
101003041999	Complaint against staff	Part Upheld	Contact Centre Team leader	Reinforcement - Acknowledged that tone of Advisors response to customer may not have been appropriate, senior member made Advisor aware of potential issue and how tone may be interpreted by customers.
101003078743	Process / Procedure	Part Upheld	Contact Centre Team Leader	Reinforcement – Acknowledged customer was entitled to temporary replacement bus card, temporary card ordered. Advisor handling call relatively new and unaware of options available. Guidance provided to Advisor for future reference.

*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 completed with reporting under revised structure beginning 1st April 2022 – as a result welfare and benefits complaints now reported through Governance, Strategy and Performance.