

Complaints Monitoring Report

Finance

Quarter 1 2022/23 – April to June 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2021/22 Q1	2021/22 Q2	2021/22 Q3	2021/22 Q4	2022/23 Q1
Total number of complaints received	8	7	11	6	5
Total number of complaints closed	8	7	11	7	4
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	2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	8	100%	7	100%	11	100%	6	86%	4	100%
Number of complaints closed - Investigative	0	0%	0	0%	0	0%	1	14%	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/closed as resolution, as a percentage of complaints closed at each stage										
FRONTLINE	2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	12.5%	1	14.3%	0	0%	1	17%	0	0%
Number of Frontline complaints partially upheld	2	25%	2	28.6%	2	18%	1	17%	0	0%
Number of Frontline complaints not upheld	5	62.5%	4	57.1%	9	82%	4	66%	4	100%
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

