

## Complaints Monitoring Report

### Financial Services

Quarter 2 2022/23 – July to September 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2021/22 Q2	2021/22 Q3	2021/22 Q4	2022/23 Q1	2022/23 Q2
Total number of complaints received	7	11	6	5	7
Total number of complaints closed	7	11	7	4	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.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	7	100%	11	100%	6	86%	4	100%	5	83%
Number of complaints closed - Investigative	0	0%	0	0%	1	14%	0	0%	1	17%
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 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	14.3%	0	0%	1	17%	0	0%	1	20%
Number of Frontline complaints partially upheld	2	28.6%	2	18%	1	17%	0	0%	0	0%
Number of Frontline complaints not upheld	4	57.1%	9	82%	4	66%	4	100%	4	80%
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

<b>Number of Investigative Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage</b>										
<b>INVESTIGATIVE</b>	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	1	100%	0	0%	0	0%
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	0	0%	0	0%	1	100%
Number of Investigative complaints resolution	N/A	N/A	N/A	N/A	0	0%	0	0%	0	0%

<b>Number of Escalated Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage</b>										
<b>ESCALATED</b>	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of Escalated complaints resolution	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	2021/22 Q2	2021/22 Q3	2021/22 Q4	2022/23 Q1	2022/23 Q2
Average time in working days for a full response - Frontline	4.71	4.41	4.33	4.00	6.60
Average time in working days for a full response - Investigative	N/A	N/A	17.00	N/A	21.00
Average time in working days for a full response - Escalated	N/A	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>	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	5	71.4%	10	91%	4	66%	3	75%	2	40%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	1	100%	0	0%	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A

