



Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 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 Escalated complaints closed as “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	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Average time in working days for a full response - Frontline	N/A	2.6	3	4.5	3.8
Average time in working days for a full response - Investigative	37.9	11.0	11.8	56.7	12.0
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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	5	100	1	100	1	50	4	100
Number of complaints closed within 20 working days – Investigative	10	90.9	1	100	5	100	2	66.7	2	100
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A	0	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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	N/A	N/A	N/A	N/A	0	0	0	0

UPHELD OR PARTIALLY UPHELD COMPLAINTS IN Q2 2022-23						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101003105780	1	Other	Environmental Health & Trading Standards Manager	Upheld	Revision	