

Complaints Monitoring Report Governance, Strategy & Performance

Quarter 1 2023/24 – 1 April to 30 June 2023

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q1 2022/23 | Q2 2022/23 | Q3 2022/23 | Q4 2022/23 | Q1 2023/24 |
| Total number of complaints received | 10 | 3 | 4 | 4 | 7 |
| Total number of complaints closed | 11 | 3 | 4 | 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 | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | Q4 2022/23 | | Q1 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | 11 | 100% | 3 | 100% | 4 | 100% | 3 | 75% | 6 | 100% |
| Number of complaints closed - Investigative | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 25% | 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 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | Q4 2022/23 | | Q1 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | 1 | 9% | 0 | 0% | 1 | 25% | 1 | 33% | 3 | 50% |
| Number of Frontline complaints partially upheld | 2 | 18% | 0 | 0% | 0 | 0% | 1 | 33% | 0 | 0% |
| Number of Frontline complaints not upheld | 8 | 73% | 3 | 100% | 3 | 75% | 1 | 33% | 3 | 50% |
| 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 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | Q4 2022/23 | | Q1 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | N/A | N/A | N/A | N/A | N/A | N/A | 0 | 0% | N/A | N/A |
| Number of Investigative complaints partially upheld | N/A | N/A | N/A | N/A | N/A | N/A | 0 | 0% | N/A | N/A |
| Number of Investigative complaints not upheld | N/A | N/A | N/A | N/A | N/A | N/A | 1 | 100% | N/A | N/A |
| Number of Complaints (Resolution) | N/A | N/A | N/A | N/A | N/A | N/A | 0 | 0% | 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 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | Q4 2022/23 | | Q1 2023/24 | |
| | 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 2022/23 | Q2 2022/23 | Q3 2022/23 | Q4 2022/23 | Q1 2023/24 |
| Average time in working days for a full response - Frontline | 4 | 8 | 2 | 5 | 4 |
| Average time in working days for a full response - Investigative | N/A | N/A | N/A | 10 | 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 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | Q4 2022/23 | | Q1 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | 8 | 73% | 1 | 33% | 4 | 100% | 2 | 67% | 5 | 83% |
| Number of complaints closed within 20 working days - Investigative | N/A | N/A | N/A | N/A | N/A | N/A | 1 | 100% | 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 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | Q4 2022/23 | | Q1 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints with an extension – Frontline | 1 | 33% | 1 | 50% | 0 | 0% | 1 | 100% | 0 | 0% |
| 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 |
| 101003292862 | Complaint Against Staff | Upheld | Legal Services | Complaint made regarding a breach of confidentiality by member of staff. ACTION TAKEN: Complainant reassured that data protection training will be undertaken by member of staff involved to prevent a future occurrence. |
| 101003314633 | Process/Procedure | Upheld | Welfare Benefits | Complaint made regarding how complainant was spoken to by a member of staff. ACTION TAKEN: Apology provided to the complainant. Member of staff involved to be more patient and understanding of overall claimants circumstances. |
| 101003342564 | Process/Procedure | Upheld | Legal Services | Complainant misinformed about timescales for licence application. ACTION TAKEN: Apology provided to complainant and assurances given that staff will provide maximum as opposed to expected timescales in future. |

*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.