

## Complaints Monitoring Report

### Financial Services

Quarter 1 2023/24 – April to June 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2022/23 Q1	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1
Total number of complaints received	5	7	10	16	7
Total number of complaints closed	4	6	12	14	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	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	100%	5	83%	10	83%	10	72%	5	83%
Number of complaints closed - Investigative	0	0%	1	17%	2	17%	3	21%	1	17%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	1	7%	0	0%

Number of Frontline Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
FRONTLINE	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	20%	3	30%	3	30%	2	40%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	2	20%	0	0%
Number of Frontline complaints not upheld	4	100%	4	80%	7	70%	5	50%	3	60%
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>	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	50%	1	33.3%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	1	33.3%	0	0%
Number of Investigative complaints not upheld	0	0%	1	100%	1	50%	1	33.3%	1	100%
Number of Investigative complaints resolution	0	0%	0	0%	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>	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	1	100%	0	0%
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints not upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints resolution	0	0%	0	0%	0	0%	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>	2022/23 Q1	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1
Average time in working days for a full response - Frontline	4.00	6.60	4.6	6	5.0
Average time in working days for a full response - Investigative	N/A	21.00	25	22	14.0
Average time in working days for a full response - Escalated	N/A	N/A	N/A	27	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>	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	75%	2	40%	6	60%	6	60%	4	80%
Number of complaints closed within 20 working days - Investigative	0	0%	0	0%	0	0%	2	67%	1	100%
Number of complaints closed within 20 working days - Escalated	0	0%	N/A	N/A	N/A	N/A	0	0%	0	0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	1	20%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%

Q1 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003285172	1	Council Tax	Gillian Fraser	Upheld		Revision			Due to the length of time customer had to wait for refund.	Delay due to the pressures on the section due to annual billing.
101003330163	1	Council Tax	Gillian Fraser	Upheld	Reinforcement				Customer hadn't been given correct information. The form and timeframe were both unacceptable.	Need to reinforce that enquiries should be dealt with in a reasonable timeframe