

**Complaints Monitoring Report**  
**Economic Growth Development Services**  
**Quarter 2 2023/24 – July to September 2023**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	<b>Q2 2022/23</b>	<b>Q3 2022/23</b>	<b>Q4 2022/23</b>	<b>Q1 2023/24</b>	<b>Q2 2023/24</b>
Total number of complaints received	6	3	10	11	12
Total number of complaints closed	6	3	4	10	9
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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	66.7%	1	33.3%	1	25.0%	5	50.0%	4	44.4%
Number of complaints closed – Investigative	2	33.3%	2	66.7%	3	75.0%	5	50.0%	5	55.6%
Number of complaints closed – Escalated	0	0.0%	0	0.0%	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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Number of Frontline complaints partially upheld	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Number of Frontline complaints not upheld	2	100.0%	0	0.0%	1	100.0%	5	100.0%	4	100.0%
Number of Frontline complaints closed as “resolution”	0	0.0%	1	100.0%	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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	20.0%
Number of Investigative complaints partially upheld	0	0.0%	0	0.0%	0	0.0%	1	20%	1	20.0%
Number of Investigative complaints not upheld	2	100.0%	2	100.0%	3	100.0%	4	80%	3	60.0%
Number of Investigative complaints closed as “resolution”	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

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Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Number of Escalated complaints partially upheld	0	0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Number of Escalated complaints not upheld	0	0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Number of Escalated complaints closed as “resolution”	0	0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
Average time in working days for a full response - Frontline	6.13	0.00	5.00	6.80	6.00
Average time in working days for a full response - Investigative	25.00	31.00	11.33	36.40	11.50
Average time in working days for a full response - Escalated	17.00	0.00	0.00	0.00	0.00

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 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	100.0%	0	0.0%	1	100.0%	2	50.0%	3	75.0%
Number of complaints closed within 20 working days – Investigative	2	100.0%	1	50.0%	2	66.7%	2	40.0%	5	100.0%
Number of complaints closed within 20 working days - Escalated	0	0.0%	0	0.0%	0	0.0%	0	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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	0	0.0%	0	0.0%	0	0%	1	20.0%	0	0.0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0.0%	0	0.0%	0	0%	0	0.0%	0	0.0%

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UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101003369501	2	Process/Procedure	Environmental Health and Trading Standards Manager	Upheld	Revision	The letter is now being reviewed and amended, alongside our processes for dealing with complaints of seagull feeding.
101003396707	2	Process/Procedure	Lead Public Health Officer	Partially Upheld	Revision	Officer spoken to to ensure this doesn't happen again