

Complaints Monitoring Report

Financial Services

Quarter 2 2023/24 – July to September 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1	2023/24 Q2
Total number of complaints received	7	10	16	7	15
Total number of complaints closed	6	12	14	6	13
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 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	5	83%	10	83%	10	72%	5	83%	12	92%
Number of complaints closed - Investigative	1	17%	2	17%	3	21%	1	17%	1	8%
Number of complaints closed - Escalated	0	0%	0	0%	1	7%	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	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	20%	3	30%	3	30%	2	40%	3	25%
Number of Frontline complaints partially upheld	0	0%	0	0%	2	20%	0	0%	4	33%
Number of Frontline complaints not upheld	4	80%	7	70%	5	50%	3	60%	5	42%
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Investigative Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
INVESTIGATIVE	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	50%	1	33%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	1	33%	0	0%	1	100%
Number of Investigative complaints not upheld	1	100%	1	50%	1	33%	1	100%	0	0%
Number of Investigative complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Escalated Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
ESCALATED	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	1	100%	0	0%	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%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1	2023/24 Q2
Average time in working days for a full response - Frontline	6.60	4.6	6	5.0	6.33
Average time in working days for a full response - Investigative	21.00	25	22	14.0	27.00
Average time in working days for a full response - Escalated	N/A	N/A	27	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	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	40%	6	60%	6	60%	4	80%	9	75%
Number of complaints closed within 20 working days - Investigative	0	0%	0	0%	2	67%	1	100%	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	0	0%	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	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	1	20%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%

Q2 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003347436	1	Council Tax	Gillian Fraser	Upheld				Redress	Payment system was down and the length of time we took to respond to the customer	IT have fixed the problem to stop it re-occurring next year.
101003359576	1	Council Tax	Gillian Fraser	Partially Upheld	Reinforcement				Did not get back to the customer and answer her original questions.	Change of procedure to ensure queries answered on time.
101003381805	1	Council Tax	Gillian Fraser	Upheld		Revision			Failed to collect direct debit as promised	Revise procedures to ensure this will not happen again
101003385792	1	Council Tax	Gillian Fraser	Partially Upheld	Reinforcement				Not all of customer's original enquiry was answered.	Taxation staff to be reminded to take due care with incoming enquiries.
101003391865	1	Council Tax	Gillian Fraser	Upheld		Revision			Delay in dealing with customer's query	Staff will be reminded to respond/action queries in an appropriate timely manner
101003396633	1	Other	Daniel Littlewood	Partially Upheld				Redress	The direct debits were due to be taken on Monday 11th but came off Wednesday 13th. Timing issue.	n/a

101003400367	1	Council Tax	Gillian Fraser	Partially Upheld		Revision			There was a delay in receiving the customer's request for a call back and us receiving it – not customer's fault	Review working practices
101003379954	2	Council Tax	James Taylor	Partially Upheld		Revision			It was found correct procedures had been followed regarding issue of bills. However service had failed to respond to customer regarding vulnerability issue over illness.	Staff to be reminded due care to be taken when responding to customers