

Complaints Monitoring Report Governance, Strategy & Performance

Quarter 1 2023/24 – 1 July to 30 September 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
Total number of complaints received	3	4	4	7	3
Total number of complaints closed	3	4	4	6	4
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	3	100%	4	100%	3	75%	6	100%	4	100%
Number of complaints closed - Investigative	0	0%	0	0%	1	25%	0	0%	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	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%	1	25%	1	33%	3	50%	2	50%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	33%	0	0%	1	25%
Number of Frontline complaints not upheld	3	100%	3	75%	1	33%	3	50%	1	25%
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	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	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	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	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	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	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	8	2	5	4	2
Average time in working days for a full response - Investigative	N/A	N/A	10	N/A	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	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	1	33%	4	100%	2	67%	5	83%	4	100%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	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	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	1	50%	0	0%	1	100%	0	0%	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
101003349537	Complaint Against Staff	Partially Upheld	Welfare Benefits	Complaint made regarding the security of complainants bank details. ACTION TAKEN: Complainant reassured that bank details were securely kept, and that there was an oversight made by staff member when accessing the digital copies for which an apology was given.
101003351145	Process/Procedure	Upheld	Democratic Services	Complaint made regarding delay in follow up contact from officer. ACTION TAKEN: Apology provided to the complainant regarding delay in getting back after initial contact, complainant satisfied with apology and advice provided. Reminder given to staff not to guarantee same day follow up contact.
101003406842	Process/Procedure	Upheld	Legal Services	Complaint regards attempts to pay short term let license through Payment Gateway. ACTION TAKEN: Apology provided for Payment Gateway being down and uncertainty whether payment had been made. ICT officers resolved issue with Payment Gateway.