

Complaints Monitoring Report

Financial Services

Quarter 3 2023/24 – October to December 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2022/23 Q3	2022/23 Q4	2023/24 Q1	2023/24 Q2	2023/24 Q3
Total number of complaints received	10	16	7	15	7
Total number of complaints closed	12	14	6	13	7
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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	10	83%	10	72%	5	83%	12	92%	6	86%
Number of complaints closed - Investigative	2	17%	3	21%	1	17%	1	8%	1	14%
Number of complaints closed - Escalated	0	0%	1	7%	0	0%	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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	30%	3	30%	2	40%	3	25%	0	0%
Number of Frontline complaints partially upheld	0	0%	2	20%	0	0%	4	33%	0	0%
Number of Frontline complaints not upheld	7	70%	5	50%	3	60%	5	42%	6	100%
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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	50%	1	33%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	33%	0	0%	1	100%	1	100%
Number of Investigative complaints not upheld	1	50%	1	33%	1	100%	0	0%	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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	1	100%	0	0%	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 Q3	2022/23 Q4	2023/24 Q1	2023/24 Q2	2023/24 Q3
Average time in working days for a full response - Frontline	4.6	6	5.0	6.33	3.83
Average time in working days for a full response - Investigative	25	22	14.0	27.00	16.00
Average time in working days for a full response - Escalated	N/A	27	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	2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	6	60%	6	60%	4	80%	9	75%	5	83%
Number of complaints closed within 20 working days - Investigative	0	0%	2	67%	1	100%	0	0%	1	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	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	2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	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%

Q3 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003432672	2	Non-Domestic Rates	Lorraine Paisey	Partially Upheld		Revision			Two aspects of the complaint were not upheld. 1 was upheld due to not responding earlier.	Reminder for timely replies - system to be set up.