

Complaints Monitoring Report

HR, ICT and OD

Quarter 4 2023/24 – January to March 2024

| Total Complaints Received and Total Complaints Closed | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | 2022/23 Q4 | 2023/24 Q1 | 2023/24 Q2 | 2023/24 Q3 | 2023/24 Q4 |
| Total number of complaints received | 0 | 0 | 1 | 0 | 0 |
| Total number of complaints closed | 0 | 0 | 0 | 1 | 0 |
| 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 Q4 | | 2023/24 Q1 | | 2023/24 Q2 | | 2023/24 Q3 | | 2023/24 Q4 | |
| | no | % | no | % | no | % | no | % | no | % |
| Number of complaints closed - Frontline | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of complaints closed - Investigative | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 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/closed as resolution, as a percentage of complaints closed at each stage | | | | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------|------------|----|------------|----|------------|----|------------|----|------------|----|
| FRONTLINE | 2022/23 Q4 | | 2023/24 Q1 | | 2023/24 Q2 | | 2023/24 Q3 | | 2023/24 Q4 | |
| | no | % | no | % | no | % | no | % | no | % |
| Number of Frontline complaints upheld | 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% |
| Number of Frontline complaints not upheld | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of Frontline complaints resolution | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |

