

Complaints Monitoring Report Governance, Strategy & Performance

Quarter 1 2024/25 – 1 April to 30 June 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
Total number of complaints received	7	3	5	4	6
Total number of complaints closed	6	4	4	4	6
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	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	75%	4	100%	4	100%	4	100%	6	100%
Number of complaints closed - Investigative	1	25%	0	0%	0	0%	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	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	33%	2	50%	3	75%	1	25%	2	33%
Number of Frontline complaints partially upheld	1	33%	1	25%	0	0%	0	0%	1	17%
Number of Frontline complaints not upheld	1	33%	1	25%	1	25%	3	75%	3	50%
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	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints partially upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	0	0%	N/A	N/A	N/A	N/A	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	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	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	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
Average time in working days for a full response - Frontline	5	2	8	5	15
Average time in working days for a full response - Investigative	10	N/A	N/A	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	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	67%	4	100%	2	50%	2	50%	1	17%
Number of complaints closed within 20 working days - Investigative	1	100%	N/A	N/A	N/A	N/A	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	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	100%	0	0%	0	0%	1	25%	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
101003577452	Complaint Against Staff	Upheld	Customer Services Team Leader	Complainant unhappy with length of time taken to answer call. ACTION TAKEN: Complainant unhappy that it took around an hour for call to be answered regards change of address. Acknowledgment and apology given for delays. Reduction in staffing has impacted service, however every effort being made to reduce call waiting times, including offering equivalent online services.
101003579488	Process / Procedure	Upheld	Customer Services Team Leader	Delay in linking Council Tax account to complainants MyAccount. ACTION TAKEN: Acknowledgement and apology given for delay in processing complainants request. Reduction in staffing has impacted service, resulting in delays in responding to customer requests, every effort continues in meeting customer expectations and acceptable timescales.
101003589354	Complaint Against Staff	Partially Upheld	Customer Services Team Leader	Complaint regards response from Customer Services Advisor. ACTION TAKEN: Technical issue with call recording meant Senior Advisor was not able to listen back to call in question. Call made to complainant explaining issues and apology given for this as well as a resolution agreed for their initial request. Also agreed to discuss complaint with Advisor in question which was fully accepted.

