

Complaints Monitoring Report

Financial Services

Quarter 1 2024/25 – April to June 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2023/24 Q1	2023/24 Q2	2023/24 Q3	2023/24 Q4	2024/25 Q1
Total number of complaints received	7	15	7	7	10
Total number of complaints closed	6	13	7	4	10
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	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	5	83%	12	92%	6	86%	2	50%	9	90%
Number of complaints closed - Investigative	1	17%	1	8%	1	14%	2	50%	1	10%
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	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	40%	3	25%	0	0%	0	0%	6	67%
Number of Frontline complaints partially upheld	0	0%	4	33%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	3	60%	5	42%	6	100%	2	100%	3	33%
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	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	100%	1	100%	1	50%	1	100%
Number of Investigative complaints not upheld	1	100%	0	0%	0	0%	1	50%	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	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	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	2023/24 Q1	2023/24 Q2	2023/24 Q3	2023/24 Q4	2024/25 Q1
Average time in working days for a full response - Frontline	5.0	6.33	3.83	50	3.67
Average time in working days for a full response - Investigative	14.0	27.00	16.00	20.5	26
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	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	80%	9	75%	5	83%	1	50%	9	100%
Number of complaints closed within 20 working days - Investigative	1	100%	0	0%	1	100%	1	50%	0	0%
Number of complaints closed within 20 working days - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	20%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%

Q1 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003538896	1	Council Tax	Gillian Fraser	Upheld				Redress	Online payment software failure.	This matter has been raised with software supplier to resolve.
101003559653	1	Council Tax	Gillian Fraser	Upheld		Revision			Incorrect advice had been given.	Reiterate with staff to take more care with providing advice to customers.
101003560626	1	Council Tax	James Taylor	Upheld		Revision			Delay to respond regarding second home payment had been unacceptable but the bill was correct	Reiterate importance for dealing with correspondence in appropriate timescales.
101003566628	1	Council Tax	Gillian Fraser	Upheld		Revision			Delay for responding to customer	Reiterate importance of response times
101003580652	1	Council Tax	Gillian Fraser	Upheld			Reimbursement		Delay in processing Change of Address form mainly due to short-staffed and working on a backlog.	Staff will do their best to endeavour to get through backlog and reiterate timelines to follow.
101003595411	1	Council Tax	James Taylor	Upheld			Reimbursement		Single Person Discount removed incorrectly. Due to limited staff, not corrected timeously.	To improve procedures for prioritising enquiries at times of high volume of customer contact
101003554210	2	Council Tax	Lorraine Paisey	Partially Upheld				Redress	Part 1 not upheld due to Council decision to decrease level in Contact Centre Staffing. Part 2 upheld due to a service failure from system supplier which is now resolved.	Staff worked with system provider to resolve the issue of non-availability of on-line Council Tax.

