

Complaints Monitoring Report

Financial Services

Quarter 2 2024/25 – July to September 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2023/24 Q2	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2
Total number of complaints received	15	7	7	10	9
Total number of complaints closed	13	7	4	10	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	2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	12	92%	6	86%	2	50%	9	90%	6	100%
Number of complaints closed - Investigative	1	8%	1	14%	2	50%	1	10%	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	2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	25%	0	0%	0	0%	6	67%	3	50%
Number of Frontline complaints partially upheld	4	33%	0	0%	0	0%	0	0%	3	50%
Number of Frontline complaints not upheld	5	42%	6	100%	2	100%	3	33%	0	0%
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 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	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	1	100%	1	100%	1	50%	1	100%	0	0%
Number of Investigative complaints not upheld	0	0%	0	0%	1	50%	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	2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	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 Q2	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2
Average time in working days for a full response - Frontline	6.33	3.83	50	3.67	4.33
Average time in working days for a full response - Investigative	27.00	16.00	20.5	26	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	2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	9	75%	5	83%	1	50%	9	100%	4	66%
Number of complaints closed within 20 working days - Investigative	0	0%	1	100%	1	50%	0	0%	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 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
		number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline		0	0%	0	0%	0	0%	0	0%	2	33%
Number of complaints with an extension – Investigative or Escalated Investigative		0	0%	0	0%	0	0%	0	0%	0	0%

Q2 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003612051	1	Council Tax	Gillian Fraser	Upheld		Revision			Council took too long to deal with Vacant Property application	Steps to be taken to deal with mail in a more timely manner
101003615971	1	Council Tax	Gillian Fraser	Partially Upheld				Redress	A full explanation was not previously given and the change of regs wasn't taken into consideration	Advised Team to be aware of change in regulations
101003623848	1	Council Tax	Gillian Fraser	Upheld		Revision			Customer's original query not dealt with timeously due to timing of council tax bills issue and implementation of second home premium queries and Taxation short staffed and working on backlog	Steps have now been taken to improve customer service performance.
101003626165	1	Council Tax	Gillian Fraser	Upheld		Revision			Customer had provided reason and evidence, but this was ignored.	Steps have been taken to improve customer service performance.
101003628904	1	Council Tax	Gillian Fraser	Partially Upheld	Reinforcement				Refund process took longer due to staff absence	To ensure refunds are processed timeously
101003641351	1	Non Domestic Rates	James Taylor	Partially Upheld	Reinforcement				Taxation had not processed Small Business Bonus Scheme reduction timeously.	Team reminded of procedures but Team are also short staffed.