

Complaints Monitoring Report

Financial Services

Quarter 3 2024/25 – October to December 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3
Total number of complaints received	7	7	10	9	1
Total number of complaints closed	7	4	10	6	4
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 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	6	86%	2	50%	9	90%	6	100%	2	50%
Number of complaints closed - Investigative	1	14%	2	50%	1	10%	0	0%	2	50%
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 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	6	67%	3	50%	1	50%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	3	50%	0	0%
Number of Frontline complaints not upheld	6	100%	2	100%	3	33%	0	0%	1	50%
Number of Frontline complaints resolution	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 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	2	33%	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
101003646920	1	Process/Procedure	Daniel Littlewood	Upheld		Revision			Payment initially allocated to wrong account resulting in reminder letter being issued.	An oversight from Payments and staff reminded to ensure accuracy at all times.
101003637810	2	Council Tax	James Taylor	Partially Upheld				Redress	The part of the customer's complaint regarding the delay in the decision of DBR was upheld.	Taxation staff reminded of procedures.
101003645937	2	Council Tax	James Taylor	Partially Upheld				Redress	Customer had not received a response to her last communication, so this was upheld. Other two parts not upheld.	Taxation staff reminded of procedures to be followed.