

Complaints Monitoring Report
Economic Growth and Development 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	10		8		11		9		9		
Total number of complaints closed	8		10		9		4		9		
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	
	no	%	no	%	no	%	no	%	no	%
Number of complaints closed - Frontline	3	38%	5	50%	6	67%	1	25%	1	11%
Number of complaints closed - Investigative	5	62%	5	50%	3	33%	3	75%	8	89%
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	
	no	%	no	%	no	%	no	%	no	%
Number of Frontline complaints upheld	1	33%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	2	33%	0	0%	0	0%
Number of Frontline complaints not upheld	2	67%	5	100%	4	67%	1	100%	1	100%
Number of Frontline complaints resolution	0	0%	0	0%	0	100%	0	0%	0	0%

