

Complaints Monitoring Report

HR, ICT and OD

Quarter 4 2024/25 – January to March 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4
Total number of complaints received	1	0	0	0	1
Total number of complaints closed	0	1	0	0	0
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 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	no	%	no	%	no	%	no	%	no	%
Number of complaints closed - Frontline	0	0%	1	100%	0	0%	0	0%	0	0%
Number of complaints closed - Investigative	0	0%	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/closed as resolution, as a percentage of complaints closed at each stage										
FRONTLINE	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	no	%	no	%	no	%	no	%	no	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints resolution	0	0%	1	100%	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 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	no	%	no	%	no	%	no	%	no	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	0	0%	0	0%	0	0%	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 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	no	%	no	%	no	%	no	%	no	%
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 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4
Average time in working days for a full response - Frontline	N/A	48	N/A	N/A	N/A
Average time in working days for a full response - Investigative	N/A	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

[illegible]

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

[illegible]

Q4 UPHELD OR PARTIALLY UPHELD COMPLAINTS

[illegible]