Complaints Monitoring Report

Financial Services

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	7	10	9	1	7							
Total number of complaints closed	4	10	6	4	6							
The numbers of received and closed complaints may differ because some cl	osed complaints have	been received in the p	previous quarters, o	r some received co	mplaints have							

not been closed within the reporting quarter.

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed												
	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4			
NUMBER AND PERCENTAGE CLOSED	number	%	number	%	number	%	number	%	number	%		
Number of complaints closed - Frontline	2	50%	9	90%	6	100%	2	50%	4	67%		
Number of complaints closed - Investigative	2	50%	1	10%	0	0%	2	50%	2	33%		
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												
	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4			
FRONTLINE	number	%	number	%	number	%	number	%	number	%		
Number of Frontline complaints upheld	0	0%	6	67%	3	50%	1	50%	1	25%		
Number of Frontline complaints partially upheld	0	0%	0	0%	3	50%	0	0%	0	0%		
Number of Frontline complaints not upheld	2	100%	3	33%	0	0%	1	50%	3	75%		
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													
	2023/24 Q4 2024/25 Q1 20		2024/	25 Q2 2024/25 Q3		25 Q3	2024/25 Q4						
INVESTIGATIVE	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	50%	1	100%	0	0%	2	100%	0	0%			
Number of Investigative complaints not upheld	1	50%	0	0%	0	0%	0	0%	2	100%			
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													
	2023/24 Q4 2024/25		2024/25 Q1 2024/25 Q2		2024/25 Q3		2024/25 Q4						
ESCALATED	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 Q4 2024/25 Q1 2024/25 Q2 2024/25 Q3 2024/25											
Average time in working days for a full response - Frontline	50	3.67	4.33	4.00	5.00						
Average time in working days for a full response - Investigative	20.5	26	N/A	24.50	20.00						
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												
	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/	25 Q4		
MEETING TARGET TIMESCALES	number	%	number	%	number	%	number	%	number	%		
Number of complaints closed within 5 working days - Frontline	1	50%	9	100%	4	66%	2	100%	3	75%		
Number of complaints closed within 20 working days - Investigative	1	50%	0	0%	0	0%	1	50%	1	50%		
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised												
	2023/24 Q4 2024/25 Q1 2		2024/25 Q2		2024/25 Q3		2024/25 Q4					
EXTENSIONS	number	%	number	%	number	%	number	%	number	%		
Number of complaints with an extension – Frontline	0	0%	0	0%	2	33%	0	0%	0	0%		
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%		

Q4 UPHELD OR	Q4 UPHELD OR PARTIALLY UPHELD COMPLAINTS												
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome			
101003721079	1	Council Tax	Gillian Fraser	Upheld		Revision			Software needing updated has restricted the choices online	Taxation confirm the option will be restored in due course.			