

Complaints Monitoring Report

Financial Services

Quarter 1 2025-26 – April to June 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	2025/26 Q1
Total number of complaints received	10	9	1	7	13
Total number of complaints closed	10	6	4	6	14
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	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	9	90%	6	100%	2	50%	4	67%	10	72%
Number of complaints closed - Investigative	1	10%	0	0%	2	50%	2	33%	3	21%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	1	7%

Number of Frontline Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
FRONTLINE	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	6	67%	3	50%	1	50%	1	25%	2	20%
Number of Frontline complaints partially upheld	0	0%	3	50%	0	0%	0	0%	3	30%
Number of Frontline complaints not upheld	3	33%	0	0%	1	50%	3	75%	5	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	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	2	33%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%

Q1 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003758948	1	Council Tax	Gillian Fraser	Partially Upheld		Revision			Customer did not receive a timely reply	To deal with mail at the time
101003785145	1	Council Tax	Gillian Fraser	Partially Upheld		Revision			Correct advice had been given to customer but should have been explained in more detail initially	Changes to be made to procedures.
101003795861	1	Council Tax	Gillian Fraser	Upheld				Redress	Website was not available for the customer to view their Council Tax bill	Customer suggested a link should be added for error reporting. To be passed to Taxation Manager
101003799471	1	Insurance Claim	Daniel Littlewood	Partially Upheld		Revision			Case should have been raised with Insurance Relationship Manager sooner	Reminder to insurance staff to progress claims more timeously
101003810999	1	Council Tax	Gillian Fraser	Upheld			Reimbursement		Communication not clear re delay in dealing with claim.	Taxation working through backlog and in process of converting to online services.

101003792061	2	Council Tax	James Taylor	Partially Upheld		Revision			First part of complaint upheld due to error in updating records. Three others not upheld due to correct procedures being followed.	Reminder to staff regarding recording information correctly when received.
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