

## Complaints Monitoring Report Governance, Strategy & Performance

**Quarter 1 2025/26 – 1 April to 30 June 2025**

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26
Total number of complaints received	6	5	4	3	3
Total number of complaints closed	6	3	6	2	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	Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%
Number of complaints closed - Frontline	6	100%	3	100%	6	100%
Number of complaints closed - Investigative	0	0%	0	0%	0	0%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage						
FRONTLINE	Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%
Number of Frontline complaints upheld	2	33%	0	0%	1	17%
Number of Frontline complaints partially upheld	1	17%	1	33%	3	50%
Number of Frontline complaints not upheld	3	50%	2	67%	2	33%
Number of Complaints (Resolution)	0	0%	0	0%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	100%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26
Average time in working days for a full response - Frontline	15	22	6	2	2
Average time in working days for a full response - Investigative	N/A	N/A	N/A	N/A	18
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										
MEETING TARGET TIMESCALES	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	17%	1	33%	4	67%	2	100%	3	100%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	100%
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										
EXTENSIONS	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	N/A	N/A	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003758063	Process / Procedure	Partially Upheld	Customer Service Team Leader	Time delay in answering call to Customer Services  <b>ACTION TAKEN:</b> Acknowledged that there was an excessive delay in complainants call being resolved, it was explained that this was due to a technical issue with phone lines which led to an increase in calls and subsequent waiting times. Apology and explanation given to complainant which was accepted.
101003759413	Complaint Against Staff	Upheld	Customer Service Team Leader	Accidental payment of two Garden Watse Permits  <b>ACTION TAKEN:</b> Customer accidentally purchased two Garden Waste permits online, while phoning to resolve issue Customer Service advisor was unhelpful. Senior Advisor acknowledged advisor should have followed script process and refund given. Apology sent and training script reinforced.
101003779230	Complaint Against Staff	Upheld	Customer Service Team Leader	Online housing repair reporting system issues  <b>ACTION TAKEN:</b> Customer Services Advisor failed to acknowledge issues with online system and re-sent link to complainant. Advisor should have acknowledged issue and provided other option such as call back if system was still down. Subsequent call raised to ICT and customers repair request raised. Issue discussed with Advisor.

