

Complaints Monitoring Report

Financial Services

Quarter 2 2025-26 – July to September 2025

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

Number of Frontline Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
FRONTLINE	2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	50%	1	50%	1	25%	2	20%	TBC	
Number of Frontline complaints partially upheld	3	50%	0	0%	0	0%	3	30%	TBC	
Number of Frontline complaints not upheld	0	0%	1	50%	3	75%	5	50%	TBC	
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	0	0%	TBC	

Number of Investigative Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
INVESTIGATIVE	2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	TBC	
Number of Investigative complaints partially upheld	0	0%	2	100%	0	0%	1	33%	TBC	
Number of Investigative complaints not upheld	0	0%	0	0%	2	100%	2	67%	TBC	
Number of Investigative complaints resolution	0	0%	0	0%	0	0%	0	0%	TBC	

Number of Escalated Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
ESCALATED	2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	0%	TBC	
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	0%	TBC	
Number of Escalated complaints not upheld	0	0%	0	0%	0	0%	1	100%	TBC	
Number of Escalated complaints resolution	0	0%	0	0%	0	0%	0	0%	TBC	

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2024/25 Q2	2024/25 Q3	2024/25 Q4	2025/26 Q1	2025/26 Q2
Average time in working days for a full response - Frontline	4.33	4.00	5.00	5.00	TBC
Average time in working days for a full response - Investigative	N/A	24.50	20.00	24.67	TBC
Average time in working days for a full response - Escalated	N/A	N/A	N/A	20	TBC

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	2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	66%	2	100%	3	75%	8	80%	TBC	
Number of complaints closed within 20 working days - Investigative	0	0%	1	50%	1	50%	1	33%	TBC	
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	1	100%	TBC	

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 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	2	33%	0	0%	0	0%	0	0%	TBC	
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	TBC	

Q2 UPHELD OR PARTIALLY UPHELD COMPLAINTS

[illegible]