Complaints Monitoring Report

Financial Services

Quarter 4 2020/21 – January to March 2021

Total Complaints Received and Total Complaints Closed									
NUMBER OF COMPLAINTS	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21				
Total number of complaints received	1	1	0	0	0				
Total number of complaints closed	1	0	1	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										
	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
NUMBER AND PERCENTAGE CLOSED	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	N/A	N/A	1	100%	N/A	N/A	N/A	N/A
Number of complaints closed - Investigative	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints closed - Escalated	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
FRONTLINE	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A
Number of Frontline 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 Frontline 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 Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
INVESTIGATIVE	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints partially upheld	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
ESCALATED	number	%								
Number of Escalated complaints upheld	N/A	N/A								
Number of Escalated complaints partially upheld	N/A	N/A								
Number of Escalated complaints not upheld	N/A	N/A								

The average time in working days for a full response to complaints at each stage										
RESPONSE TIME	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21					
Average time in working days for a full response - Frontline	N/A	N/A	71	N/A	N/A					
Average time in working days for a full response - Investigative	18	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					

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
	Q4 2019/20		Q1 202	Q1 2020/21		Q2 2020/21		Q3 2020/21		20/21
MEETING TARGET TIMESCALES	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of complaints closed within 20 working days - Investigative	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
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										
	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
EXTENSIONS	number	%								
Number of complaints with an extension – Frontline	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A								

UPHELD OR PAR	UPHELD OR PARTIALLY UPHELD COMPLAINTS									
ID	Type of Complaint	Outcome	Responsible Officer	Action taken						
N/A this quarter										