



| <b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b> |            |       |            |     |            |       |            |       |            |     |
|---|------------|-------|------------|-----|------------|-------|------------|-------|------------|-----|
| <b>INVESTIGATIVE</b>  | Q1 2020/21 |       | Q2 2020/21 |     | Q3 2020/21 |       | Q4 2020/21 |       | Q1 2021/22 |     |
|   | number     | %     | number     | %   | number     | %     | number     | %     | number     | %   |
| Number of Investigative complaints upheld   | 1          | 14.3% | 0          | 0%  | 0          | 0%    | 1          | 33.3% | 1          | 20% |
| Number of Investigative complaints partially upheld   | 3          | 42.9% | 2          | 40% | 5          | 83.3% | 2          | 66.7% | 0          | 0%  |
| Number of Investigative complaints not upheld   | 3          | 42.9% | 3          | 60% | 1          | 16.7% | 0          | 0%    | 4          | 80% |
| Number of Investigative complaints (Resolution)   | N/A        | N/A   | N/A        | N/A | N/A        | N/A   | N/A        | N/A   | 0          | 0%  |

| <b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b> |            |     |            |     |            |     |            |     |            |     |
|---|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|
| <b>ESCALATED</b>  | Q1 2020/21 |     | Q2 2020/21 |     | Q3 2020/21 |     | Q4 2020/21 |     | Q1 2021/22 |     |
|   | 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 Escalated complaints (Resolution)   | N/A        | N/A | N/A        | N/A | N/A        | N/A | N/A        | N/A | N/A        | N/A |

| <b>The average time in working days for a full response to complaints at each stage</b> |            |            |            |            |            |
|---|------------|------------|------------|------------|------------|
| <b>RESPONSE TIME</b>  | Q1 2020/21 | Q2 2020/21 | Q3 2020/21 | Q4 2020/21 | Q1 2021/22 |
| Average time in working days for a full response - Frontline                            | 36         | 8          | N/A        | 4          | 1          |
| Average time in working days for a full response - Investigative                        | 31         | 34         | 20         | 18         | 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 2020/21 |       | Q2 2020/21 |       | Q3 2020/21 |       | Q4 2020/21 |       | Q1 2021/22 |      |
|  | number     | %     | number     | %     | number     | %     | number     | %     | number     | %    |
| Number of complaints closed within 5 working days - Frontline  | 0          | 0%    | 2          | 33.3% | N/A        | N/A   | 2          | 40%   | 1          | 100% |
| Number of complaints closed within 20 working days - Investigative   | 1          | 14.3% | 2          | 40%   | 2          | 33.3% | 2          | 66.7% | 2          | 40%  |
| 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 2020/21 |       | Q2 2020/21 |      | Q3 2020/21 |    | Q4 2020/21 |       | Q1 2021/22 |     |
|  | number     | %     | number     | %    | number     | %  | number     | %     | number     | %   |
| Number of complaints with an extension – Frontline   | 0          | 0%    | 0          | 0%   | 0          | 0% | 0          | 0%    | 0          | 0%  |
| Number of complaints with an extension – Investigative or Escalated Investigative  | 2          | 28.6% | 1          | 100% | 0          | 0% | 1          | 33.3% | 2          | 40% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS |                      |                  |                     |   |
|---------------------------------------|----------------------|------------------|---------------------|---|
| ID                                    | Type of Complaint    | Outcome          | Responsible Officer | Action taken  |
| 101002762774                          | Policy and Procedure | Partially Upheld | Team Manager        | Misinformation that highlighted was relating to historical matters and the correction of this information.                    |
| 101002780367                          | Other                | Upheld           | Team Manager        | To be referred to Governance Practice Board to ensure steps are taken to review and learn from the young person's experience. |