## **Complaints Monitoring Report**

## Human Resources, Organisational Development & ICT

## Quarter 1 2021/22 – April to June 2021

| Total Complaints Received and Total Complaints Closed  |            |            |            |            |            |  |  |  |  |
|--|------------|------------|------------|------------|------------|--|--|--|--|
| NUMBER OF COMPLAINTS   | 2020/21 Q1 | 2020/21 Q2 | 2020/21 Q3 | 2020/21 Q4 | 2021/22 Q1 |  |  |  |  |
| Total number of complaints received  | 0          | 0          | 1          | 2          | 2          |  |  |  |  |
| Total number of complaints closed  | 0          | 0          | 0          | 3          | 2          |  |  |  |  |
| 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 |            |     |        |      |               |     |            |     |        |        |
|--|------------|-----|--------|------|---------------|-----|------------|-----|--------|--------|
|  | 2020/21 Q1 |     | 2020/2 | 1 Q2 | Q2 2020/21 Q3 |     | 2020/21 Q4 |     | 2021   | /22 Q1 |
| NUMBER AND PERCENTAGE CLOSED   | number     | %   | number | %    | number        | %   | number     | %   | number | %      |
| Number of complaints closed - Frontline  | 0          | N/A | 0      | N/A  | 0             | N/A | 2          | 67% | 1      | 50%    |
| Number of complaints closed - Investigative  | 0          | N/A | 0      | N/A  | 0             | N/A | 1          | 33% | 1      | 50%    |
| Number of complaints closed - Escalated  | 0          | N/A | 0      | N/A  | 0             | N/A | 0          | 0%  | 0      | N/A    |

| Number of Frontline Complaints upheld / partially upheld / not upheld/ closed as resolution, as a percentage of complaints closed in full at each stage |              |     |            |     |            |     |            |     |            |      |
|---|--------------|-----|------------|-----|------------|-----|------------|-----|------------|------|
|   | 2020/21 Q1 2 |     | 2020/21 Q2 |     | 2020/21 Q3 |     | 2020/21 Q4 |     | 2021/22 Q1 |      |
| FRONTLINE   | number       | %   | number     | %   | number     | %   | number     | %   | number     | %    |
| Number of Frontline complaints upheld   | 0            | N/A | 0          | N/A | 0          | N/A | 0          | 0%  | 1          | 100% |
| Number of Frontline complaints partially upheld   | 0            | N/A | 0          | N/A | 0          | N/A | 1          | 50% | 0          | N/A  |
| Number of Frontline complaints not upheld   | 0            | N/A | 0          | N/A | 0          | N/A | 1          | 50% | 0          | N/A  |
| Number of Frontline complaints closed as resolution   | N/A          | N/A | N/A        | N/A | N/A        | N/A | N/A        | N/A | 0          | N/A  |

| Number of Investigative Complaints upheld / partially upheld / not upheld / closed as resolution, as a percentage of complaints closed in full at each stage |        |      |               |     |                             |     |        |            |        |      |
|--|--------|------|---------------|-----|-----------------------------|-----|--------|------------|--------|------|
|  | 2020/2 | 1 Q1 | Q1 2020/21 Q2 |     | /21 Q2 2020/21 Q3 2020/21 Q |     | 21 Q4  | 2021/22 Q1 |        |      |
| Investigative  | number | %    | number        | %   | number                      | %   | number | %          | number | %    |
| Number of Investigative complaints upheld  | 0      | N/A  | 0             | N/A | 0                           | N/A | 0      | 0%         | 0      | N/A  |
| Number of Investigative complaints partially upheld  | 0      | N/A  | 0             | N/A | 0                           | N/A | 0      | 0%         | 0      | N/A  |
| Number of Investigative complaints not upheld  | 0      | N/A  | 0             | N/A | 0                           | N/A | 1      | 100%       | 0      | N/A  |
| Number of Investigative complaints closed as resolution  | N/A    | N/A  | N/A           | N/A | N/A                         | N/A | N/A    | N/A        | 1      | 100% |

| Number of Escalated Complaints upheld / partially upheld / not upheld / closed as resolution, as a percentage of complaints closed in full at each stage |              |     |            |     |            |     |            |     |        |        |
|--|--------------|-----|------------|-----|------------|-----|------------|-----|--------|--------|
|  | 2020/21 Q1 2 |     | 2020/21 Q2 |     | 2020/21 Q3 |     | 2020/21 Q4 |     | 2021   | /22 Q1 |
| Escalated  | number       | %   | number     | %   | number     | %   | number     | %   | number | %      |
| Number of Escalated complaints upheld  | 0            | N/A | 0          | N/A | 0          | N/A | 0          | N/A | 0      | N/A    |
| Number of Escalated complaints partially upheld  | 0            | N/A | 0          | N/A | 0          | N/A | 0          | N/A | 0      | N/A    |
| Number of Escalated complaints not upheld  | 0            | N/A | 0          | N/A | 0          | N/A | 0          | N/A | 0      | N/A    |
| Number of Escalated complaints closed as resolution  | N/A          | N/A | N/A        | N/A | N/A        | N/A | N/A        | N/A | 0      | N/A    |

| The average time in working days for a full response to complaints at each stage |            |            |            |            |            |  |  |  |  |  |
|--|------------|------------|------------|------------|------------|--|--|--|--|--|
| RESPONSE TIME  | 2020/21 Q1 | 2020/21 Q2 | 2020/21 Q3 | 2020/21 Q4 | 2021/22 Q1 |  |  |  |  |  |
| Average time in working days for a full response - Frontline                     | N/A        | N/A        | N/A        | 9.5        | 9.0        |  |  |  |  |  |
| Average time in working days for a full response - Investigative                 | N/A        | N/A        | N/A        | 84.0       |            |  |  |  |  |  |
| 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 |            |     |        |                      |        |      |            |     |            |     |
|--|------------|-----|--------|----------------------|--------|------|------------|-----|------------|-----|
|  | 2020/21 Q1 |     | 2020/2 | 2020/21 Q2 2020/21 Q |        | 1 Q3 | 2020/21 Q4 |     | 2021/22 Q1 |     |
| MEETING TARGET TIMESCALES  | number     | %   | number | %                    | number | %    | number     | %   | number     | %   |
| Number of complaints closed within 5 working days - Frontline  | 0          | N/A | 0      | N/A                  | 0      | N/A  | 1          | 50% | 0          | 0%  |
| Number of complaints closed within 20 working days - Investigative   | 0          | N/A | 0      | N/A                  | 0      | N/A  | 0          | 0%  |            |     |
| Number of complaints closed within 20 working days - Escalated   | 0          | N/A | 0      | N/A                  | 0      | N/A  | 0          | N/A | 0          | N/A |

| Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised |            |     |        |      |            |     |            |    |            |    |
|--|------------|-----|--------|------|------------|-----|------------|----|------------|----|
|  | 2020/21 Q1 |     | 2020/2 | 1 Q2 | 2020/21 Q3 |     | 2020/21 Q4 |    | 2021/22 Q1 |    |
| EXTENSIONS   | number     | %   | number | %    | number     | %   | number     | %  | number     | %  |
| Number of complaints with an extension – Frontline   | 0          | N/A | 0      | N/A  | 0          | N/A | 0          | 0% | 0          | 0% |
| Number of complaints with an extension – Investigative or Escalated Investigative  | 0          | N/A | 0      | N/A  | 0          | N/A | 0          | 0% | 0          | 0% |

| UPHELD OR PA | JPHELD OR PARTIALLY UPHELD COMPLAINTS |            |                                       |  |  |  |  |  |  |  |  |  |
|--------------|---------------------------------------|------------|---------------------------------------|--|--|--|--|--|--|--|--|--|
| ID           | Type of Complaint                     | Outcome    | Responsible<br>Officer (Name)         | Action taken   |  |  |  |  |  |  |  |  |
| 101002790238 | Frontline - Other                     | Upheld     | Grant<br>Cruickshank                  | Line Manager has addressed this complaint with staff member concerned. |  |  |  |  |  |  |  |  |
| 101002770954 | Investigative - Other                 | Resolution | Grant<br>Cruickshank<br>Eleanor Hardy | Complainant will receive monies due this month.                        |  |  |  |  |  |  |  |  |