## Complaints Monitoring Report Economic Growth and Development Services

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

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22
Total number of complaints received	6	7	12	13	14
Total number of complaints closed	9	7	10	13	15

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	s a percentag	e of all com	plaints clo	sed						
	Q1 202	20/21	Q2 20	20/21	Q3 20	20/21	Q4 20	20/21	Q1 20	21/22
NUMBER AND PERCENTAGE CLOSED	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	33.3%	5	71.4%	3	30%	6	46.2%	8	53.3%
Number of complaints closed - Investigative	6	66.7%	2	28.6%	6	60%	7	53.8%	7	46.7%
Number of complaints closed - Escalated	0	0%	0	0%	1	10%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld /	not upheld a	s a percent	age of com	plaints cl	osed in ful	at each s	stage			
	Q1 202	20/21	Q2 20:	20/21	Q3 20	20/21	Q4 20	20/21	Q1 202	21/22
FRONTLINE	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	2	40%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	1	33.3%	1	20%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	2	66.7%	2	40%	3	100%	6	100%	6	75%
Number of Frontline complaints closed as "resolution"									2	25%

Number of Investigative Complaints upheld / partially uphe	eld / not uphe	ld as a perd	entage of	complaint	s closed ir	full at ea	ch stage			
	Q1 202	20/21	Q2 20	20/21	Q3 20	20/21	Q4 20	20/21	Q1 20	21/22
INVESTIGATIVE	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	3	42.9%
Number of Investigative complaints partially upheld	1	16.7%	0	0%	0	0%	0	0%	2	28.6%
Number of Investigative complaints not upheld	5	83.3%	2	100%	6	100%	7	100%	2	28.6%
Number of Investigative complaints closed as "resolution"									0	0%

Number of Escalated Complaints upheld / partially upheld	/ not upheld a	s a percen	tage of con	nplaints c	losed in fu	II at each	stage			
	Q1 202	0/21	Q2 202	20/21	Q3 20	20/21	Q4 202	20/21	Q1 202	21/22
ESCALATED	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A
Number of Escalated complaints closed as "resolution"									N/A	N/A

The average time in working days for a full response to co	mplaints at each stage				
RESPONSE TIME	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	11.3	5.6	5.67	4.5	7.17
Average time in working days for a full response - Investigative	19.3	18.0	24.17	20.14	21.43
Average time in working days for a full response - Escalated	N/A	N/A	19	N/A	N/A

Number and percentage of complaints at each stage which	n were closed	in full with	in the set t	imescales	of 5 and 2	0 working	days			
	Q1 202	20/21	Q2 20	20/21	Q3 20	20/21	Q4 20	20/21	Q1 20	21/22
MEETING TARGET TIMESCALES	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	66.7%	3	60%	1	33.3%	5	83.3%	3	42.9%
Number of complaints closed within 20 working days - Investigative	3	60%	1	50%	3	50%	3	42.9%	3	42.9%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where	e an extensior	to the 5 o	r 20 workin	g day tim	eline has b	een autho	orised			
	Q1 202	0/21	Q2 202	20/21	Q3 202	20/21	Q4 202	20/21	Q1 202	21/22
EXTENSIONS	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	1	20%
Number of complaints with an extension – Investigative or Escalated Investigative	1	33%	0	0%	0	0%	0	0%	0	0%

UPHELD OR PAR	TIALLY UPHELD	COMPLAINTS				
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002765043	1	Other	Richard Smith	Resolution	N/A	-
101002770238	1	Other	Beverly Smith	Resolution	N/A	-
101002740878	2	Other	Andy Stewart	Partially Upheld	N/A	More effort will be taken with communication regarding future ASB complaints.

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002762469	2	Process/Procedure	Andy Stewart	Upheld	Revision	As Per Andy
101002785309	2	Process/Procedure	Russell/lain	Upheld	Revision	Refresher Training
101002791178	2	Process/Procedure	John Black	Upheld	Revision	Staff member accepted that he had unwittingly not responded to the email and apologised for this. Complainant given an apology and explanation of the issues raised in the email that had not been responded to.