

Complaints Monitoring Report
Financial Services (including Taxation Services – formerly called Revenues)

Quarter 2 2021/22 – July to September 2021

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Total number of complaints received	0	0	0	8	7
Total number of complaints closed	1	0	0	8	7
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										
	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
NUMBER AND PERCENTAGE CLOSED										
Number of complaints closed - Frontline	1	100%	N/A	N/A	N/A	N/A	8	100%	7	100%
Number of complaints closed - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of complaints closed - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	100%	N/A	N/A	N/A	N/A	1	12.5%	1	14.3%
Number of Frontline complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	2	25%	2	28.6%
Number of Frontline complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	5	62.5%	4	57.1%
Number of Frontline complaints closed as “resolution”							0	0%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints 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 partially 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 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 closed as "resolution"							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										
ESCALATED	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 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 closed as "resolution"							N/A	N/A	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Average time in working days for a full response - Frontline	71	N/A	N/A	5.63	4.71
Average time in working days for a full response - Investigative	N/A	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										
MEETING TARGET TIMESCALES	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	0%	N/A	N/A	N/A	N/A	3	37.5%	5	71.4%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	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										
EXTENSIONS	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002858998	1	Process/ Procedure	Assistant Manager (FMS & Banking)	Upheld	Reinforcement	More care required to be taken. Accounts should have been written off in this instance.
101002868131	1	Process/ Procedure	Taxation Manager	Partially Upheld	Revision	
101002883699	1	Council Tax	Taxation Manager	Partially Upheld	Redress	Council failed to act on instructions