Complaints Monitoring Report

Financial Services

Quarter 2 2022/23 – July to September 2022

Total Complaints Received and Total Complaints Closed											
NUMBER OF COMPLAINTS	2021/22 Q2	2021/22 Q3	2021/22 Q4	2022/23 Q1	2022/23 Q2						
Total number of complaints received	7	11	6	5	7						
Total number of complaints closed	7	11	7	4	6						
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													
	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/2	23 Q2			
NUMBER AND PERCENTAGE CLOSED	number	%	number	%	number	%	number	%	number	%			
Number of complaints closed - Frontline	7	100%	11	100%	6	86%	4	100%	5	83%			
Number of complaints closed - Investigative	0	0%	0	0%	1	14%	0	0%	1	17%			
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%			

Number of Frontline Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage												
	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2			
FRONTLINE	number	%	number	%	number	%	number	%	number	%		
Number of Frontline complaints upheld	1	14.3%	0	0%	1	17%	0	0%	1	20%		
Number of Frontline complaints partially upheld	2	28.6%	2	18%	1	17%	0	0%	0	0%		
Number of Frontline complaints not upheld	4	57.1%	9	82%	4	66%	4	100%	4	80%		
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%		

Number of Investigative Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage											
	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2		
INVESTIGATIVE	number	%	number	%	number	%	number	%	number	%	
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	0	0%	0	0%	0	0%	
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	1	100%	0	0%	0	0%	
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	0	0%	0	0%	1	100%	
Number of Investigative complaints resolution	N/A	N/A	N/A	N/A	0	0%	0	0%	0	0%	

Number of Escalated Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage												
	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2			
ESCALATED	number	%	number	%	number	%	number	%	number	%		
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%		
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%		
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%		
Number of Escalated complaints resolution	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%		

The average time in working days for a full response to complaints at each stage											
RESPONSE TIME	2021/22 Q2	2021/22 Q3	2021/22 Q4	2022/23 Q1	2022/23 Q2						
Average time in working days for a full response - Frontline	4.71	4.41	4.33	4.00	6.60						
Average time in working days for a full response - Investigative	N/A	N/A	17.00	N/A	21.00						
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											
	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2		
MEETING TARGET TIMESCALES	number	%	number	%	number	%	number	%	number	%	
Number of complaints closed within 5 working days - Frontline	5	71.4%	10	91%	4	66%	3	75%	2	40%	
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	1	100%	0	0%	0	0%	
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	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												
	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2			
EXTENSIONS	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	N/A	N/A	N/A	N/A	0	0%	0	0%	0	0%		

UPHELD OR F	UPHELD OR PARTIALLY UPHELD COMPLAINTS												
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome			
101003144863	1	Process/Procedure	Gillian Fraser	Upheld			Reimbursement		Contact had been missed.	To tighten up on procedures for contact.			