Complaints Monitoring Report Economic Growth & Development Quarter 2 2022/23 – July to September 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Total number of complaints received	11	8	6	7	6
Total number of complaints closed	11	6	6	5	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										
NUMBER AND PERCENTAGE CLOSED		Q2 2021/22 Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		
		%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	8	53.3	0	0	5	83.5	2	40	4	66.7
Number of complaints closed – Investigative	7	46.7	11	100	1	16.7	3	60	2	33.3
Number of complaints closed – Escalated	0	0	0	0	0	0	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 2021/22 Q3 20		Q3 2021/22		Q4 2021/22		Q1 2022/23		22/23	
		%	number	%	number	%	number	%	number	%	
Number of Frontline complaints upheld	0	0	N/A	N/A	2	40	0	100	1	25	
Number of Frontline complaints partially upheld	0	0	N/A	N/A	1	20	0	0	0	0	
Number of Frontline complaints not upheld	6	75	N/A	N/A	2	40	2	100	3	75	
Number of Frontline complaints closed as "resolution"	2	25	N/A	N/A	0	0	0	0	0	0	

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		22/23
		%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0	0	0	1	20	0	0	0	0
Number of Investigative complaints partially upheld	0	0	0	0	0	0	0	0	0	0
Number of Investigative complaints not upheld	11	100	1	100	4	80	3	100	2	100
Number of Investigative complaints closed as "resolution"	0	0	0	0	0	0	0	0	0	0

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED n		Q2 2021/22		Q3 2021/22		1/22	Q1 2022/23		Q2 2022/23	
		%	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	N/A	N/A	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 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23					
Average time in working days for a full response - Frontline	N/A	2.6	3	4.5	3.8					
Average time in working days for a full response - Investigative	37.9	11.0	11.8	56.7	12.0					
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										
MEETING TARGET TIMESCALES		Q2 2021/22 Q3 2021/22		1/22	Q4 2021/22		Q1 2022/23		Q2 2022/23	
		%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	5	100	1	100	1	50	4	100
Number of complaints closed within 20 working days – Investigative	10	90.9	1	100	5	100	2	66.7	2	100
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	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										
EXTENSIONS		Q2 2021/22 Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		
		%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	N/A	N/A	N/A	N/A	0	0	0	0

UPHELD OR PART	UPHELD OR PARTIALLY UPHELD COMPLAINTS IN Q2 2022-23										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome					
101003105780	1	Other	Environmental Health & Trading Standards Manager	Upheld	Revision						