

## Complaints Monitoring Report Governance, Strategy & Performance

**Quarter 3 2023/24 – 1 October to 31 December 2023**

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Total number of complaints received	4	4	7	3	5
Total number of complaints closed	4	4	6	4	4
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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	100%	4	100%	3	75%	4	100%	4	100%
Number of complaints closed - Investigative	0	0%	0	0%	1	25%	0	0%	0	0%
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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	25%	1	33%	2	50%	3	75%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	33%	1	25%	0	0%
Number of Frontline complaints not upheld	3	100%	3	75%	1	33%	1	25%	1	25%
Number of Complaints (Resolution)	0	0%	0	0%	0	0%	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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	0	0%	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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	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 Complaints (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	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Average time in working days for a full response - Frontline	8	2	5	2	8
Average time in working days for a full response - Investigative	N/A	N/A	10	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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	33%	4	100%	2	67%	4	100%	2	50%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	1	100%	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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	50%	0	0%	1	100%	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				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003412299	Process / Procedure	Upheld	Legal Services	<p>Incorrect information given to complainant regards Short Term Lets.</p> <p><b>ACTION TAKEN:</b> Acknowledged incorrect information regards Short Term Lets application given by Customer Services Advisor and member of licensing team failed to check if face to face meeting still required. Full information now given to applicant, Licensing staff will be in contact at each stage of the process.</p>
101003414629	Process / Procedure	Partially Upheld	Legal Services	<p>Complaint made regarding delay in response to Data Protection issue.</p> <p><b>ACTION TAKEN:</b> Acknowledgement and apology given for delay in response to original request. Response provided along with reassurance that such delays should not happen again.</p>
101003453367	Complaint Against Staff	Upheld	Customer Services	<p>Complaint made regarding attitude of Customer Services advisor.</p> <p><b>ACTION TAKEN:</b> Advisor has listened to the relevant call and acknowledged complainant remarks. Training considered, however agreed that this was an isolated incident. This will be reviewed in future if necessary. Apology given to complainant.</p>