

## Complaints Monitoring Report Governance, Strategy & Performance

**Quarter 3 2024/25 – 1 October to 31 December 2024**

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Total number of complaints received	5	4	6	5	4
Total number of complaints closed	4	4	6	3	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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	100%	4	100%	6	100%	3	100%	6	100%
Number of complaints closed - Investigative	0	0%	0	0%	0	0%	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 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	75%	1	25%	2	33%	0	0%	1	17%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	17%	1	33%	3	50%
Number of Frontline complaints not upheld	1	25%	3	75%	3	50%	2	67%	2	33%
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 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	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 Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	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 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	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 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Average time in working days for a full response - Frontline	8	5	15	22	6
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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	50%	2	50%	1	17%	1	33%	4	67%
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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	25%	0	0%	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
101003645568	Process / Procedure	Partially Upheld	Solicitor	<p>Delay in dealing with short term lease application.</p> <p><b>ACTION TAKEN:</b> Acknowledged continued delay in application process was unacceptable and apology given. Application now dealt with, and issues raised with team leader to address for future.</p>
101003646750	Process / Procedure	Partially Upheld	Democratic Services Manager	<p>Lack of information in regard to cost of services.</p> <p><b>ACTION TAKEN:</b> Acknowledged that initial correspondence did not make clear the cost of internment. Apology given and staff reminded to make costs clear for future enquiries to the service.</p>
101003670215	Process / Procedure	Partially Upheld	Solicitor	<p>Delay in processing short term let licence.</p> <p><b>ACTION TAKEN:</b> Acknowledged delay in processing licence application was not acceptable, apology given for delay in checks. Issues reviewed with team.</p>
101003679565	Complaint Against Staff	Upheld	Legal Services Secretary	<p>Delay in dealing with initial enquiry around bathroom grant.</p> <p><b>ACTION TAKEN:</b> Acknowledged that service should have resolved enquiry far sooner. Apology given for delay and complainant has now been contacted and accepted offer. Staff briefed and reminded that cases need to be dealt with quicker.</p>

