

Complaints Monitoring Report
Economic Growth and Development Services
Quarter 4 2024/25 – January to March 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4
Total number of complaints received	8	11	9	9	7
Total number of complaints closed	10	9	4	9	5
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	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	no	%	no	%	no	%	no	%	no	%
Number of complaints closed - Frontline	5	50%	6	67%	1	25%	1	11%	0	0%
Number of complaints closed - Investigative	5	50%	3	33%	3	75%	8	89%	5	100%
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										
FRONTLINE	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	no	%	no	%	no	%	no	%	no	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	2	33%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	5	100%	4	67%	1	100%	1	100%	0	0%
Number of Frontline complaints resolution	0	0%	0	100%	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										
Investigative	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	no	%	no	%	no	%	no	%	no	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	1	20%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	1	12%	0	0%
Number of Investigative complaints not upheld	4	80%	3	100%	3	100%	7	88%	4	80%
Number of Investigative complaints resolution	1	20%	0	0%	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										
Escalated	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	no	%	no	%	no	%	no	%	no	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints not upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4
Average time in working days for a full response - Frontline	3.4	6.17	10	5	N/A
Average time in working days for a full response - Investigative	22.4	35	11.7	19.25	29.40
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

[illegible]

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised													
EXTENSIONS	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4				
	no	%	no	%	no	%	no	%	no	%			
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	0	0%	0	0%	0	0%	0	0%	0	0%			

Q4 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003736956	2	Other	Kevin Belton	Upheld		Revision			System failed to update accordingly	Check SDTF system files have been processed correctly to Lagan