## **Complaints Monitoring Report**

## **Economic Growth and Development Services**

## Quarter 1 2025-26 – April to June 2025

Total Complaints Received and Total Complaints Closed											
NUMBER OF COMPLAINTS	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	2025/26 Q1						
Total number of complaints received	11	9	9	7	8						
Total number of complaints closed	9	4	9	5	7						
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											
	2024/25 Q1 2024/25 Q2 2			2024	4/25 Q3	2024/25 Q4		2025/26 Q1			
NUMBER AND PERCENTAGE CLOSED	no	%	no	%	no	%	no	%	no	%	
Number of complaints closed - Frontline	6	67%	1	25%	1	11%	0	0%	1	14%	
Number of complaints closed - Investigative	3	33%	3	75%	8	89%	5	100%	6	86%	
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												
	2024/25 Q1		4/25 Q1 2024/25 Q2 2		2024/25 Q3		2024/25 Q4		202	5/26 Q1		
FRONTLINE	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	2	33%	0	0%	0	0%	0	0%	0	0%		
Number of Frontline complaints not upheld	4	67%	1	100%	1	100%	0	0%	1	100%		
Number of Frontline complaints resolution	0	100%	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												
	2024/25 Q1		24/25 Q1 2024/25 Q2 1		2024/25 Q3		2024/25 Q4		2025/26 Q1			
Investigative	no	%	no	%	no	%	no	%	no	%		
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	1	20%	0	0%		
Number of Investigative complaints partially upheld	0	0%	0	0%	1	12%	0	0%	2	33%		
Number of Investigative complaints not upheld	3	100%	3	100%	7	88%	4	80%	4	67%		
Number of Investigative complaints resolution	0	0%	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												
	2024/25 Q1 20		24/25 Q1 2024/25 Q2 2		2024/25 Q3		2024/25 Q4		2025	5/26 Q1		
Escalated	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	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	2025/26 Q1						
Average time in working days for a full response - Frontline	6.17	10	5	N/A	8						
Average time in working days for a full response - Investigative	35	11.7	19.25	29.40	21.5						
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											
	2024/25 Q1		2024/25 Q2 2024/25 Q3		2024/25 Q4		2025/26 Q1				
MEETING TARGET TIMESCALES	no	%	no	%	no	%	no	%	no	%	
Number of complaints closed within 5 working days - Frontline	4	67%	0	0%	1	100%	N/A	N/A	N/A	N/A	
Number of complaints closed within 20 working days - Investigative	1	33%	3	100%	3	37%	3	60%	2	33%	
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												
	2024/25 Q1 2024/25 Q2 2		2024	024/25 Q3 2024/25 Q4		4/25 Q4	2025/26 Q1					
EXTENSIONS	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%		

Q1 UPHELD OF	1 UPHELD OR PARTIALLY UPHELD COMPLAINTS													
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome				
101003767237	2	Other	Neal MacPherson	Partially Upheld					Apologies provided with an explanation surrounding staff absences and recruitment but acknowledging the delays noted by complainant.	Acquiring additional staff and staff retuning from long term absences.				
101003784660	2	Other	Neal MacPherson	Partially Upheld					The council charged the wrong fee	This was reviewed and the correct additional charges have been amended.				