

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										
NUMBER AND PERCENTAGE CLOSED	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1	
	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										
FRONTLINE	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1	
	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 and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised											
EXTENSIONS	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1		
	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 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.