

Complaints Monitoring Report
Financial Services
Quarter 4 2025-26 – January to March 2026

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2024/25 Q4	2025/26 Q1	2025/26 Q2	2025/26 Q3	2025/26 Q4
Total number of complaints received	7	13	5	5	14
Total number of complaints closed	6	14	6	5	11
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 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	67%	10	72%	1	17%	3	60%	9	82%
Number of complaints closed - Investigative	2	33%	3	21%	4	66%	2	40%	2	18%
Number of complaints closed - Escalated	0	0%	1	7%	1	17%	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 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	25%	2	20%	1	100%	1	33%	2	22%
Number of Frontline complaints partially upheld	0	0%	3	30%	0	0%	0	0%	5	56%
Number of Frontline complaints not upheld	3	75%	5	50%	0	0%	2	67%	2	22%
Number of Frontline complaints resolution	0	0%	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										
INVESTIGATIVE	2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	33%	0	0%	1	50%	0	0%
Number of Investigative complaints not upheld	2	100%	2	67%	4	100%	1	50%	2	100%
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										
ESCALATED	2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
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%	1	100%	1	100%	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 Q4	2025/26 Q1	2025/26 Q2	2025/26 Q3	2025/26 Q4
Average time in working days for a full response - Frontline	5.00	5.00	5.00	6.00	4.89
Average time in working days for a full response - Investigative	20.00	24.67	22.00	14.00	22.50
Average time in working days for a full response - Escalated	N/A	20	16.7	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	2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	75%	8	80%	1	100%	1	33%	7	78%
Number of complaints closed within 20 working days - Investigative	1	50%	1	33%	1	25%	2	100%	1	50%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	1	100%	0	0%	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	2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
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%	1	20%	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
101003911664	1	Council Tax	Gillian Fraser	Partially Upheld		Revision			Partially upheld as customer had provided the information requested	Revision of procedures
101003918930	1	Council Tax	Gillian Fraser	Upheld	Reinforcement				Several errors were made by a new member of the team	Reinforcement of existing regulations
101003921264	1	Council Tax	Gillian Fraser	Partially Upheld	Reinforcement				Customer made contact several times and no-one replied.	-
101003940374	1	Council Tax	Gillian Fraser	Partially Upheld		Revision			Revision of procedures	
101003947770	1	Council Tax	Gillian Fraser	Partially Upheld	Reinforcement				Customer's instructions not followed regarding Direct Debit	Staff reminded of following procedures/instructions
101003958971	1	Council Tax	Gillian Fraser	Upheld	Reinforcement				Customer's enquiry was not responded too.	Team to be reminded of procedures to be followed.
101003961065	1	Council Tax	Gillian Fraser	Partially Upheld		Revision			Customer did not have the problem with the response times explained	Revision of procedures for contact team