

Complaints Monitoring Report
Financial Services
Quarter 2 2026-27 – July to September 2026

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2025/26 Q2	2025/26 Q3	2025/26 Q4	2026/27 Q1	2026/27 Q2
Total number of complaints received	5	5	14	10	3
Total number of complaints closed	6	5	11	12	4
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	2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	17%	3	60%	9	82%	5	42%	3	75%
Number of complaints closed - Investigative	4	66%	2	40%	2	18%	7	58%	1	25%
Number of complaints closed - Escalated	1	17%	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	2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	100%	1	33%	2	22%	2	40%	2	67%
Number of Frontline complaints partially upheld	0	0%	0	0%	5	56%	1	20%	1	33%
Number of Frontline complaints not upheld	0	0%	2	67%	2	22%	2	40%	0	0%
Number of Frontline complaints resolution	0	0%	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	2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
	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	1	20%	0	0%	0	0%	0	0%	0	0%

Q1 and Q2 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003992059	1	Council Tax	Service Manager Taxation	Partially Upheld		Revision			Upheld - error inputting bank details resulting in payment from wrong account and data breach. Not upheld due to customer looking for financial reimbursement.	Service Manager has reiterated in writing to all Taxation staff of exercising great care with customers' details and will be highlighted at team meetings. Data breach recorded within the local authority.
101004007351	1	Council Tax	Lead Taxation Officer	Upheld	Reinforcement				Problem was not picked up at quality check	Taxation Section reminded of accuracy for checks
101004016381	1	Council Tax	Lead Taxation Officer	Upheld	Reinforcement				Correct procedure was not followed	Taxation Team need to be clear with the customer what they need from them
101003956744	2	Council Tax	Service Manager Taxation	Upheld		Revision			Not responded to on time and information requested not provided.	Review of procedures
101003959919	2	Council Tax	Service Manager Taxation	Partially Upheld			Reimbursement		Upheld - 50% discount not being awarded now to be adjusted accordingly. Not upheld due to correct procedures etc being followed.	Revision of Procedures

101003968831	2	Council Tax	Lead Taxation Officer	Partially Upheld		Revision			Council was found to be at fault by issued Final Notice in error resulting in Summary Warrant.	Revision of Procedures
101003972382	2	Council Tax	Lead Taxation Officer	Partially Upheld		Revision			Online system had been down for 2 weeks when customer had been trying to access. Error happened when approx. 47,000 CTax bills were issued. Not upheld due to customer not completing documentation.	Work with ICT to ensure breaks in online services are avoided in the future.
101004020695	1	Council Tax	Lead Taxation Officer	Partially Upheld	Reinforcement				Customer's questions not fully answered	Remind Taxation staff of care taken when processing council tax accounts
101004041070	1	Housing/Council Tax Benefit	Processing Supervisor (HPC)	Upheld	Reinforcement	Revision			Decisions had been considered on historical details	Council to ensure all information has been provided by the tenant
101004058844	1	Council Tax	Lead Taxation Officer	Upheld				Redress	Customer's payment credited to wrong year	Staff reminded of due care and diligence when inputting systems