

Complaints Monitoring Report

Financial Services

Quarter 1 2026-27 – April to June 2026

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2025/26 Q1	2025/26 Q2	2025/26 Q3	2025/26 Q4	2026/27 Q1
Total number of complaints received	13	5	5	14	10
Total number of complaints closed	14	6	5	11	12
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 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	10	72%	1	17%	3	60%	9	82%	5	42%
Number of complaints closed - Investigative	3	21%	4	66%	2	40%	2	18%	7	58%
Number of complaints closed - Escalated	1	7%	1	17%	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 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	20%	1	100%	1	33%	2	22%	2	40%
Number of Frontline complaints partially upheld	3	30%	0	0%	0	0%	5	56%	1	20%
Number of Frontline complaints not upheld	5	50%	0	0%	2	67%	2	22%	2	40%
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	2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	1	14%
Number of Investigative complaints partially upheld	1	33%	0	0%	1	50%	0	0%	3	43%
Number of Investigative complaints not upheld	2	67%	4	100%	1	50%	2	100%	3	43%
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	2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	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	1	100%	1	100%	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	2025/26 Q1	2025/26 Q2	2025/26 Q3	2025/26 Q4	2026/27 Q1
Average time in working days for a full response - Frontline	5.00	5.00	6.00	4.89	3.80
Average time in working days for a full response - Investigative	24.67	22.00	14.00	22.50	26.0
Average time in working days for a full response - Escalated	20	16.7	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										
MEETING TARGET TIMESCALES	2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	8	80%	1	100%	1	33%	7	78%	5	100%
Number of complaints closed within 20 working days - Investigative	1	33%	1	25%	2	100%	1	50%	3	43%
Number of complaints closed within 20 working days - Escalated	1	100%	0	0%	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										
EXTENSIONS	2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	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%	1	20%	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	
101003992059	1	Council Tax	James Taylor	Partially Upheld		Revision			Upheld due to 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	Gillian Fraser	Upheld	Reinforcement				Problem was not picked up at quality check	Taxation Section reminded of accuracy for checks	
101004016381	1	Council Tax	Gillian Fraser	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	James Taylor	Upheld		Revision			Not responded to on time and information requested not provided.	Review of procedures	
101003959919	2	Council Tax	James Taylor	Partially Upheld			Reimbursement		Upheld due to 50% discount not being awarded previously, now to be adjusted accordingly. Not upheld due to correct	Revision of Procedures	

									procedures etc being followed.	
101003968831	2	Council Tax	Gillian Fraser	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	Gillian Fraser	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.