Complaints Monitoring Report

Growth, Planning & Climate

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	12	17	15	16	25
Total number of complaints closed	10	12	14	13	14
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										
	2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
NUMBER AND PERCENTAGE CLOSED	no	%	no	%	no	%	no	%	no	%
Number of complaints closed - Frontline	5	50%	6	50%	3	21%	2	15%	1	7%
Number of complaints closed - Investigative	5	50%	4	33%	9	64%	8	62%	12	86%
Number of complaints closed - Escalated	0	0%	2	17%	2	14%	3	23%	1	7%

Number of Frontline Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
	2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
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	0	0%	0	0%	1	33%	0	0%	0	0%
Number of Frontline complaints not upheld	5	100%	6	100%	2	67%	2	100%	1	100%
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 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
	no	%	no	%	no	%	no	%	no	%
Number of Investigative complaints upheld	0	0%	0	0%	1	11%	0	0%	1	8%
Number of Investigative complaints partially upheld	0	0%	0	0%	2	22%	2	25%	0	0%
Number of Investigative complaints not upheld	5	100%	4	100%	6	67%	6	75%	10	84%
Number of Investigative complaints resolution	0	0%	0	0%	0	0%	0	0%	1	8%

Number of Escalated Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
Escalated	2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
	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%	1	33%	0	0%
Number of Escalated complaints not upheld	0	0%	2	100%	2	100%	2	67%	1	100%
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 Q2	2025/26 Q3	2025/26 Q4	2026/27 Q1	2026/27 Q2
Average time in working days for a full response - Frontline	5.2	5.5	28.5	2.5	3
Average time in working days for a full response - Investigative	18.4	23.75	40.33	20.88	24.58
Average time in working days for a full response - Escalated	N/A	12	21	23.1	33

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 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
	no	%	no	%	no	%	no	%	no	%
Number of complaints closed within 5 working days - Frontline	4	80%	4	67%	0	0%	2	100%	1	100%
Number of complaints closed within 20 working days - Investigative	3	60%	1	33%	3	33%	4	50%	6	50%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	1	50%	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	
	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%	2	33%	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
101003967619	2	Other	Head of Service	Partially Upheld					Some aspects of complaint are upheld and other aspects not upheld.	Proposed meeting complainant, provide clear information and timescales for completion of required tasks.
101003986160	2	Planning Permission	Service Manager	Partially Upheld					Further investigation currently ongoing	Feedback discussed with relevant officer, ongoing investigation also
101003986376	2	Planning Permission	Service Manager	Partially Upheld					Council did not meet deadlines	Discussion with service manager to investigate reason for delay
101004004194	2	Planning Permission	Service Manager	Resolution					Complaint was about not receiving a response in the timeline, however response was sent out the same day as this new complaint was received. Apologised.	
101004038262	2	Other	Principal EH Officer	Upheld					Misunderstood complaint and did not respond accordingly	Reviewed SR procedure