

## COMPLAINTS HANDLING - QUARTER 2 REPORT (2023/24) -

### 1. SUMMARY

- We record and report on complaints in accordance with our Complaints Handling Procedure.
- This is our second quarterly report for Financial Year 2023/24.
- The statistics on page 2 of this report show our complaints handling performance for Quarter 2 (01 July – 30 September 2023).
- We also gather information that is more comment or compliment to help us continually improve the service we provide to the public.

### 2. COMPLAINTS HANDLING PERFORMANCE

The key points to note for Quarter 2 are:

- We recorded 15 complaints in total.
- All the complaints were considered at the frontline resolution stage and were closed within 5 working days.
- No complaints were escalated to the review stage.

### 3. AWARENESS

The *Standards of Service* page on our website explains our complaints handling arrangements and helps to make the process user-friendly.

In addition, an internal Intranet page provides guidance to all staff in receiving, handling and reporting complaints.

**Keith Pentland**  
**Director of Finance & Resources**  
23 October 2023

## Performance Indicator analysis 2023/24

Ref.	Measure	Q1	Q2
1	total number of complaints received	9	15
2	number of complaints considered at the frontline resolution stage	9	15
3	percentage of complaints considered at the frontline resolution stage	100%	100%
4	number of complaints closed at the frontline resolution stage within 5 working days	9	15
5	percentage of complaints closed at the frontline resolution stage within 5 working days	100%	100%
6	number of complaints where an extension to the 5 working day timeline has been authorised	0	0
7	percentage of complaints where an extension to the 5 working day timeline has been authorised	0%	0%
8	number of complaints upheld at the frontline resolution stage	1	2
9	number of complaints partially upheld at the frontline resolution stage	3	9
10	number of complaints not upheld at the frontline resolution stage	5	4
11	number of complaints remaining open at the frontline resolution stage	0	0
12	percentage of closed complaints upheld at the frontline resolution stage	11%	13%
13	percentage of closed complaints partially upheld at the frontline resolution stage	33%	60%
14	percentage of closed complaints not upheld at the frontline resolution stage	56%	27%
15	percentage of complaints remaining open at the frontline resolution stage	0%	0%
16	average time in working days to resolve complaints at the frontline resolution stage	2	2
17	number of complaints considered at the review stage of the CHP	0	0
18	percentage of complaints considered at the review stage of the CHP	0%	0%
19	number of complaints resolved at the review stage within 20 working days	0	0
20	percentage of complaints resolved at the review stage within 20 working days		
21	number of complaints where an extension to the 20 working day timeline has been authorised	0	0
22	percentage of complaints where an extension to the 20 working day timeline has been authorised		
23	number of complaints upheld at the review stage	0	0
24	number of complaints partially upheld at the review stage	0	0
25	number of complaints not upheld at the review stage	0	0
26	number of complaints remaining open at the review stage	0	0
27	percentage of complaints upheld at the review stage		
28	percentage of complaints partially upheld at the review stage		
29	percentage of complaints not upheld at the review stage		
30	percentage of complaints remaining open at the review stage		
31	average time in working days to resolve complaints at the review stage		