

## COMPLAINTS HANDLING ANNUAL REPORT 2021/22

### 1. OVERVIEW

- We have been reporting annually on our complaints handling since 2014/15.
- This report covers Financial Year 2021/22.
- The statistics on page 2 of this report show our complaints handling performance for the year.
- The total number of complaints we received in 2021/22 was 30.
- We also gather information that is more comment or compliment to help us continually improve the service we provide to the public, although there is no statutory/ governmental requirement to do so.

### 2. COMPLAINTS HANDLING PERFORMANCE

The key points to note are:

- In 2021/22, we recorded a total of 30 complaints (compared with: 6 in 2020/21 during Covid; and 83 in 2019/20 before Covid).
- 29 (97%) of the complaints were considered at the frontline resolution stage (compared with 100% in the previous two financial years).
- All the complaints we received were closed within 5 working days (100% in 2020/21 and 82% in 2019/20).
- One complaint was escalated to the review stage in 2021/22 and was resolved and closed within 5 working days. No complaints were escalated to the review stage in the previous two financial years.
- 14% of the complaints we received were completely upheld (compared to 17% in 2020/21 and 13% in 2019/20), 28% were partially upheld (17% and 24% respectively) and 59% were not upheld (67% and 63% respectively).

### 3. AWARENESS RAISING

Our '*Standards of Service*' page on our website explains in detail our arrangements for handling complaints and helps to make the process easier to understand.

**Keith Pentland**  
**Director of Finance Planning & ICT**  
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<b>Performance Indicator analysis</b>		<b>2019/ 20</b>	<b>2020/ 21</b>	<b>2021/ 22</b>
Ref	Measure			
1	total number of complaints received	83	6	30
2	number of complaints considered at the frontline resolution stage	83	6	29
3	percentage of complaints considered at the frontline resolution stage	100%	100%	97%
4	number of complaints closed at the frontline resolution stage within 5 working days	68	6	29
5	percentage of complaints closed at the frontline resolution stage within 5 working days	82%	100%	100%
6	number of complaints where an extension to the 5 working day timeline has been authorised	4	0	0
7	percentage of complaints where an extension to the 5 working day timeline has been authorised	5%	0%	0%
8	number of complaints upheld at the frontline resolution stage	11	1	4
9	number of complaints partially upheld at the frontline resolution stage	20	1	8
10	number of complaints not upheld at the frontline resolution stage	52	4	17
11	number of complaints remaining open at the frontline resolution stage	0	0	0
12	percentage of closed complaints upheld at the frontline resolution stage	13%	17%	14%
13	percentage of closed complaints partially upheld at the frontline resolution stage	24%	17%	28%
14	percentage of closed complaints not upheld at the frontline resolution stage	63%	67%	59%
15	percentage of complaints remaining open at the frontline resolution stage	0%	0%	0%
16	average time in working days to resolve complaints at the frontline resolution stage	5	1	2
17	number of complaints considered at the review stage of the CHP	0	0	1
18	percentage of complaints considered at the review stage of the CHP	0%	0%	3%
19	number of complaints resolved at the review stage within 20 working days	0	0	1
20	percentage of complaints resolved at the review stage within 20 working days	0%	0%	100%
21	number of complaints where an extension to the 20 working day timeline has been authorised	0	0	0
22	percentage of complaints where an extension to the 20 working day timeline has been authorised	0%	0%	0%
23	number of complaints upheld at the review stage	0	0	0
24	number of complaints partially upheld at the review stage	0	0	0
25	number of complaints not upheld at the review stage	0	0	1
26	number of complaints remaining open at the review stage	0	0	0
27	percentage of complaints upheld at the review stage	0%	0%	0%
28	percentage of complaints partially upheld at the review stage	0%	0%	0%
29	percentage of complaints not upheld at the review stage	0%	0%	100%
30	percentage of complaints remaining open at the review stage	0%	0%	0%
31	average time in working days to resolve complaints at the review stage	N/A	N/A	5