

COMPLAINTS HANDLING - QUARTER 3 REPORT (2018/19) -

1. SUMMARY

- We record and report on complaints in accordance with our Complaints Handling Procedure.
- This is our third quarterly report for Financial Year 2018/19.
- The statistics on page 2 of this report show our complaints handling performance for Quarter 3 (01 October – 31 December 2018).
- 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 3 are:

- We recorded 11 complaints in total.
- All the complaints were considered at the frontline resolution stage and all but 2 were closed within 5 working days.

3. AWARENESS

- Our 'Standards of Service' page on [our website](#) explains our arrangements and process for handling complaints.
- An internal Intranet page guides all staff in receiving, handling and reporting complaints.

Keith Pentland
Director of Finance & Planning
05 February 2019

Performance Indicator analysis 2018/19

Ref.	Measure	Quarter	Q1	Q2	Q3
1	total number of complaints received		41	42	11
2	number of complaints considered at the frontline resolution stage		41	42	11
3	percentage of complaints considered at the frontline resolution stage		100%	100%	100%
4	number of complaints closed at the frontline resolution stage within 5 working days		34	41	9
5	percentage of complaints closed at the frontline resolution stage within 5 working days		83%	98%	82%
6	number of complaints where an extension to the 5 working day timeline has been authorised		0	0	1
7	percentage of complaints where an extension to the 5 working day timeline has been authorised		0%	0%	9%
8	number of complaints upheld at the frontline resolution stage		7	15	3
9	number of complaints partially upheld at the frontline resolution stage		17	12	5
10	number of complaints not upheld at the frontline resolution stage		17	15	3
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		17%	36%	27%
13	percentage of closed complaints partially upheld at the frontline resolution stage		41%	29%	45%
14	percentage of closed complaints not upheld at the frontline resolution stage		41%	36%	27%
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	3	4
17	number of complaints considered at the review stage of the CHP		0	0	0
18	percentage of complaints considered at the review stage of the CHP		0%	0%	0%
19	number of complaints resolved at the review stage within 20 working days		0	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	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	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	0
26	number of complaints remaining open at the review stage		0	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				