

## Complaints received by the Crofting Commission for the period April to June 2019

		TOTAL NUMBER OF COMPLAINTS RECEIVED	10
<b>The number of complaints considered at: FRONTLINE RESOLUTION</b>	<b>6</b>	<b>The number of complaints considered at: INVESTIGATION</b>	<b>4</b>
<b>The percentage of complaints considered at: FRONTLINE RESOLUTION</b>	60%	<b>The percentage of complaints considered at: INVESTIGATION</b>	40%
The number of complaints <b>closed</b> at frontline resolution stage <b>within 5 working days</b>	6	The number of complaints <b>resolved</b> at Investigation stage <b>within 20 days</b>	4
The percentage of complaints <b>closed</b> at frontline resolution stage <b>within 5 working days</b>	100%	The percentage of complaints <b>resolved</b> at Investigation stage <b>within 20 days</b>	100%
The number of complaints where an extension to the 5 working days was authorised	0	The number of complaints where an extension to the 20 working days has been authorised	0
The percentage of complaints where an extension to the 5 working days was authorised	0%	The percentage of complaints where an extension to the 20 working days has been authorised	0%
The number of complaints <b>closed</b> at frontline resolution stage <b>outwith 5 working days</b>	0	The number of complaints <b>resolved</b> at Investigation stage <b>outwith 20 days</b>	0
The percentage of complaints <b>closed</b> at frontline resolution stage <b>outwith 5 working days</b>	0%	The percentage of complaints <b>resolved</b> at Investigation stage <b>outwith 20 days</b>	0%
<b>The number of complaints at frontline resolution stage</b>		<b>The number of complaints at Investigation stage</b>	
Upheld	1	Upheld	2
Upheld & Escalated	0	Partially Upheld	2
Partially Upheld	0	Not Upheld	0
Not Upheld	5	Invalid	0
Escalated	0	Withdrawn	0
<i>Ongoing</i>	0	<i>Investigation Ongoing</i>	0
<i>Delay Requested</i>	0	<i>On Hold</i>	0
<b>The number of complaints at frontline resolution stage as a percentage of all complaints closed at this stage</b>		<b>The number of complaints at Investigation stage as a percentage of all complaints closed at this stage</b>	
Upheld & Resolved	17%	Upheld	50%
Upheld & Escalated	0%	Partially Upheld	50%
Partially Upheld	0%	Not Upheld	0%
Not Upheld	83%	Invalid	0%
Escalated	0%	Withdrawn	0%
The average time in working days to resolve complaints at frontline resolution stage	<b>1.0</b>	The average time in working days to resolve complaints at the Investigation stage	<b>6.3</b>