

Complaints received by the Crofting Commission for the period July to September 2019

		TOTAL NUMBER OF COMPLAINTS RECEIVED	13
The number of complaints considered at: FRONTLINE RESOLUTION	9	The number of complaints considered at: INVESTIGATION	4
The percentage of complaints considered at: FRONTLINE RESOLUTION	69%	The percentage of complaints considered at: INVESTIGATION	31%
The number of complaints closed at frontline resolution stage within 5 working days	8	The number of complaints resolved at Investigation stage within 20 days	2
The percentage of complaints closed at frontline resolution stage within 5 working days	89%	The percentage of complaints resolved at Investigation stage within 20 days	50%
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 closed at frontline resolution stage outwith 5 working days	1	The number of complaints resolved at Investigation stage outwith 20 days	0
The percentage of complaints closed at frontline resolution stage outwith 5 working days	11%	The percentage of complaints resolved at Investigation stage outwith 20 days	0%
The number of complaints at frontline resolution stage		The number of complaints at Investigation stage	
Upheld	2	Upheld	0
Upheld & Escalated	0	Partially Upheld	2
Partially Upheld	2	Not Upheld	0
Not Upheld	5	Invalid	0
Escalated	0	Withdrawn	0
<i>Ongoing</i>	0	<i>Investigation Ongoing</i>	2
<i>Delay Requested</i>	0	<i>On Hold</i>	0
The number of complaints at frontline resolution stage as a percentage of all complaints closed at this stage		The number of complaints at Investigation stage as a percentage of all complaints closed at this stage	
Upheld & Resolved	22%	Upheld	0%
Upheld & Escalated	0%	Partially Upheld	50%
Partially Upheld	22%	Not Upheld	0%
Not Upheld	56%	Invalid	0%
Escalated	0%	Withdrawn	0%
The average time in working days to resolve complaints at frontline resolution stage	2.9	The average time in working days to resolve complaints at the Investigation stage	2.3

NB: Two Stage 2 cases are still in progress with a deadline response date falling into Q3 for 2019/20