

Complaints received by the Crofting Commission for the period October to December 2019

TOTAL NUMBER OF COMPLAINTS RECEIVED					8
	Totals	Percentage		Totals	Percentage
Complaints considered at: FRONTLINE RESOLUTION	4	50%	Complaints considered at: INVESTIGATION	4	50%
Resolved within 5 days	3	75%	Resolved within 20 days	3	75%
Extension to 5 days	0	0%	Extension to 20 days	0	0%
Outwith 5 working days	1	25%	Outwith 20 days	0	0%
Outcome of Complaint			Outcome of Complaint		
Upheld	1	25%	Upheld	0	0%
Upheld & Escalated	0	0%	Partially Upheld	2	50%
Partially Upheld	1	25%	Not Upheld	1	25%
Not Upheld	2	50%	Invalid	1	25%
Escalated	0	0%	Withdrawn	0	0%
<i>Ongoing</i>	0	0%	<i>Investigation Ongoing</i>	0	0%
<i>Delay Requested</i>	0	0%	<i>On Hold</i>	0	0%
The average days to resolve complaints at frontline resolution stage		5.3	The average days to resolve complaints at the Investigation stage		15.3