

## Complaints received by the Crofting Commission for the period April to June 2018

			TOTAL NUMBER OF COMPLAINTS		12
<b>Complaints dealt with at Frontline Resolution</b>	<b>Totals</b>	<b>%</b>		<b>Totals</b>	<b>%</b>
	<b>6</b>	50	<b>Complaints Investigated</b>	<b>6</b>	50
Resolved Within 5 Days	5	83	Resolved Within 20 Days	6	100
Extension To 5 Days	0	0	Extension To 20 Days	0	0
Out-With 5 Days	1	17	Out-With 20 Days	0	0
<b>Outcome Of Complaint</b>			<b>Outcome Of Complaint</b>		
<i>Upheld &amp; Resolved</i>	1	17	<i>Upheld</i>	2	33
<i>Upheld &amp; Escalated</i>	0	0	<i>Partially Upheld</i>	2	33
<i>Partially Upheld</i>	0	0	<i>Not Upheld</i>	2	33
<i>Not Upheld</i>	5	83	<i>Invalid</i>	0	0
<i>Withdrawn</i>	0	0	<i>Withdrawn</i>	0	0
<b>Average Days To Resolve Complaint</b>		<b>4.0</b>	<b>Average Days To Resolve Complaint</b>		<b>14.7</b>