

<b>Complaints received by the Crofting Commission for the period 1 April 2015 – 31 March 2016</b>					
<b>Total number of complaints =</b>		<b>40</b>			
	<b>Totals</b>	<b>Percentage %</b>		<b>Totals</b>	<b>Percentage %</b>
<b>Complaints deal with at Frontline Resolution</b>	19	48%	<b>Complaints Investigated</b>	21	53%
Resolved within 5 days	19	100%	Resolved within 20 days	14	67%
Extension to 5 days	0		Extension to 20 days	7	33%
<b>Outcome of Complaint</b>			<b>Outcome of Complaint</b>		
<i>Upheld &amp; Resolved</i>	6	32%	<i>Upheld &amp; Resolved</i>	8	38%
<i>Partially Upheld</i>	2	11%	<i>Partially Upheld</i>	2	10%
<i>Not Upheld</i>	10	53%	<i>Not upheld</i>	11	52%
<i>Escalated</i>	1	5%			
<b>Average days to resolve complaint</b>	<b>2.1</b>		<b>Average days to resolve complaint</b>	<b>22.9</b>	

#### **Lessons Learnt :**

- Guidance and training to be provided to Commission staff on the preparation and content of case papers.
- Guidance and training to SGRPID staff on the content of SGRPID reports.
- Annual Table showing Lessons Learnt and action taken to be considered by Complaints Quality Assurance Committee on 13 April 2016. Committee will also consider proposals for Customer Journey-mapping.