

Complaints received by the Crofting Commission for the period April 2017 – March 2018					
Total number of complaints = 34					
	Totals	Percentage %		Totals	Percentage %
<b>Complaints deal with at Frontline Resolution</b>	<b>20</b>		<b>Complaints Investigated</b>	<b>14</b>	
Resolved within 5 days	20	100	Resolved within 20 days*	12	100
Extension to 5 days			Extension to 20 days		
<b>Outcome of Complaint</b>			<b>Outcome of Complaint</b>		
<i>Upheld &amp; Resolved</i>	10	50	<i>Upheld &amp; Resolved</i>	2	14
<i>Upheld &amp; Escalated</i>	1	5	<i>Partially Upheld</i>	4	29
<i>Partially Upheld</i>	2	10	<i>Not upheld</i>	5	36
<i>Not Upheld</i>	7	35	<i>Invalid</i>	3	21
<i>Escalated</i>			<i>Withdrawn</i>		
<b>Average days to resolve complaint</b>	1		<b>Average days to resolve complaint</b>	2	

\* Please note two 'Stage 2' complaints were completed out with the 20 day deadline, but no authorisation sought. This was due to an initial processing error.

<b>Complaint Type</b>	<b>Case No.</b>	<b>Decision</b>	<b>Comments</b>	<b>Learning Points?</b> <i>(1. Improvement(s) needed? 2. Action(s) &amp; 3. Monitor Check)</i>
Stage 2	<b>78641</b>	Invalid	<b><i>Takes 2 PH days into account</i></b> All 4 Stage 2 complaints in Q1 received from same person	<ol style="list-style-type: none"> <li>1. This complaint was about a Decision taken several years ago by the Board. Is our customer guidance clear that we cannot accept such complaints?</li> <li>2. Customer information is clear on this</li> </ol>
Stage 2	<b>SC/010</b>	Invalid	<b><i>Takes 2 PH days into account</i></b> Complaint related to another organisation's procedures	<ol style="list-style-type: none"> <li>1. Complaint not valid as it was not about a CC process – be clear on this</li> <li>2. Clear response provided</li> </ol>
Stage 2	<b>SC/011</b>	Not Upheld		<ol style="list-style-type: none"> <li>1. Complaint about classing previous complaint as invalid – clear process?</li> <li>2. Yes, our procedure is clear</li> </ol>
Stage 2	<b>SC/012</b>	Not Upheld	<b><i>Takes 2 PH days into account</i></b> Complainant behaviour unacceptable – policy on unacceptable behaviour invoked	<ol style="list-style-type: none"> <li>2. Give clear response</li> <li>3. Do not communicate with individual if further complaints on this subject are received</li> </ol>
Frontline	<b>FL/087</b>	Upheld		<ol style="list-style-type: none"> <li>1. Complaint caused by delay to processing case – late RPID report</li> <li>2. Head of Team asked to feed dissatisfaction back to PAO</li> <li>3. Trend continuing?</li> </ol>
Frontline	<b>FL/088</b>	Upheld	Good example of inter-team working	<ol style="list-style-type: none"> <li>1. Delay between issuing Decision and display of Decision on website</li> <li>2. Investigated and problem identified - staff worked across teams to resolve problem</li> <li>3. Is new system running smoothly? - Check with FM</li> </ol>
Stage 2	<b>82890</b>	Partially Upheld		Staff need to take care to check historic files before responding the FOI requests, to make sure info is correct. Line manager has spoken to Casework Officer.

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Stage 2	<b>SC/013</b>	Not Upheld	<b><i>Takes into account 1&amp;1/2days PH</i></b>	No evidence to back up allegations
Stage 2	<b>83460</b>	Partially Upheld	<b><i>Takes into account 1&amp;1/2days PH</i></b>	Planning - procedure being reviewed. There were crossed wires in this case, leading to a delay in getting back to the customer.
Stage 2	<b>SC/014</b>	Not Upheld	<b><i>Takes into account 1&amp;1/2days PH</i></b>	Customer satisfied with CEO response. However, we would not have received complaint 2 if complaint 1 had been dealt with. No action was taken by Reg team when complaint 1 was received. HoD has reminded C&CS team that she must be aware of all complaints received and SMT reminded that it is their responsibility to either d/w stage 2 complaints are allocate to a suitable B2/3.
Stage 2	<b>SC/015</b>	Not Upheld	<b><i>Takes into account 1&amp;1/2days PH</i></b>	As above
Frontline	<b>FL/090</b>	Upheld		staff should not have phones on Voicemail unless this is really needed.
Frontline	<b>FL/091</b>	Upheld		as above
Frontline	<b>FL/092</b>	Upheld		as above - reminder issues to all staff
Frontline	<b>FL/093</b>	Upheld		IT issue - complaint came in at stage 1 but escalated to stage 2 for investigation. DS to ensure IT procedures for staff leaving and their email accounts is followed correctly.
Stage 2	<b>84699</b>	Upheld		The complaint may not have been received if the customer's original letter had been answered. Highlights issues of ownership - staff need to agree who will take responsibility for dealing with case and communicating with customer. Also highlights need to get cases onto CIS, which DS is following up.

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Frontline	<b>FL/097</b>	Upheld & Resolved	Whilst there is a note on the complainant's individual record on CIS, there may need to be a flag put on records where there is a requirement for large text format documents to be issued. This will be raised with the CIS Team. Also, as suggested by the complainant, the RNIB and Dementia Dept of Stirling University should be contacted regarding legislation on visual impairment compatibility and to obtain advice on production of forms, etc.	This case has been included in the 2017 Census wash-up meeting to ensure we cover these points when designing the 2018 Census form.
Frontline	<b>FL/098</b>	Upheld & Resolved	-	This is a CIS issue which Head of C&CS has followed up, as there are GDPR implications, for length of time it is taking to update records. The record has been updated and the CIS change made so that changes are now easy to accommodate.
Frontline	<b>FL/100</b>	Partially Upheld		Check if this case has now progressed as it was held in abeyance since April 2017 waiting for RPID report.
Frontline	<b>FL/102</b>	Not Upheld		Lesson = important for casework officers to be aware when application forms change on website. This is now done.
Frontline	<b>FL/106</b>	Partially Upheld		Need to keep applicant updated if there are delays in processing application. Head of C&CS following up to see if case now resolved and how applicant is being kept informed.
SPSO Review		N/A	Review upheld CC decision	Need to keep applicant updated if there are delays in processing application. Head of C&CS following up to see if case now resolved and how applicant is being kept informed.