

**Complaints received by the Crofting Commission for the period 1 April – 30 June 2017**

<b>Total number of complaints = 6</b>					
	<b>Totals</b>	<b>Percentage %</b>		<b>Totals</b>	<b>Percentage %</b>
<b>Complaints deal with at Frontline Resolution</b>	<b>2</b>	33	<b>Complaints Investigated</b>	<b>4</b>	67
Resolved within 5 days	2	100	Resolved within 20 days	4	100
Extension to 5 days			Extension to 20 days		
<b>Outcome of Complaint</b>			<b>Outcome of Complaint</b>		
<i>Upheld &amp; Resolved</i>	2	100	<i>Upheld &amp; Resolved</i>		
<i>Partially Upheld</i>			<i>Partially Upheld</i>		
<i>Not Upheld</i>			<i>Not upheld</i>	2	50
<i>Upheld &amp; escalated</i>			<i>Invalid</i>	2	50
<i>Withdrawn</i>					
<b>Average days to resolve complaint</b>	<b>1</b>		<b>Average days to resolve complaint</b>	<b>5</b>	