

Complaints received by the Crofting Commission for the period July – September 2017

Total number of complaints = 7					
	Totals	Percentage %		Totals	Percentage %
Complaints deal with at Frontline Resolution	1		Complaints Investigated	6	86
Resolved within 5 days	1	100	Resolved within 20 days	5	83
Extension to 5 days	0	0	Extension to 20 days	0	0
Outcome of Complaint			Outcome of Complaint		
<i>Upheld & Resolved</i>	1	100	<i>Upheld & Resolved</i>	0	0
<i>Partially Upheld</i>	0	0	<i>Partially Upheld</i>	2	33
<i>Not upheld</i>	0	0	<i>Not upheld</i>	3	50
<i>Upheld & escalated</i>	0	0	<i>Invalid</i>	1	17
<i>Withdrawn</i>	0	0			
Average days to resolve complaint	1		Average days to resolve complaint	15	

Complaint Type	Case No.	Decision	Learning Points? <i>(1. Improvement(s) needed? 2. Action(s) & 3. Monitor Check)</i>
Stage 2	82890	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.
Stage 2	SC/013	Not Upheld	No evidence to back up allegations
Stage 2	83460	Partially Upheld	Planning - procedure being reviewed. There were crossed wires in this case, leading to a delay in getting back to the customer.
Stage 2	SC/014	Not Upheld	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	SC/015	Not Upheld	As above