

Complaints received by the Crofting Commission for the period April 2018 to March 2019

			TOTAL NUMBER OF COMPLAINTS		74
Complaints dealt with at Frontline Resolution	Totals	%	Complaints Investigated	Totals	%
	55	74		19	26
Resolved Within 5 Days	51	93	Resolved Within 20 Days	17	89
Extension To 5 Days	1	2	Extension To 20 Days	0	0
Out-With 5 Days	3	5	Out-With 20 Days	1	5
Outcome Of Complaint			Outcome Of Complaint		
<i>Upheld</i>	15	27	<i>Upheld</i>	5	26
<i>Upheld & Resolved</i>	1	2	<i>Partially Upheld</i>	8	42
<i>Upheld & Escalated</i>	0	0	<i>Not Upheld</i>	4	21
<i>Partially Upheld</i>	16	29	<i>Invalid</i>	1	5
<i>Not Upheld</i>	23	42	<i>Withdrawn</i>	0	0
<i>Withdrawn</i>	0	0	<i>Investigation in Progress</i>	1	5
Average Days To Resolve Complaint		2.1	Average Days To Resolve Complaint		14.3

NB: One Stage 2 case is still in progress with a deadline response date falling into Q1 for 2019/20.