

<b>Complaints received by the Crofting Commission for the period Apr 2016 – Jun 2016</b>					
<b>Total number of complaints = 4</b>					
	<b>Totals</b>	<b>Percentage %</b>		<b>Totals</b>	<b>Percentage %</b>
<b>Complaints dealt with at Frontline Resolution</b>	4	100	<b>Complaints Investigated</b>	0	
Resolved within 5 days	4	100	Resolved within 20 days	0	
Extension to 5 days	0		Extension to 20 days	0	
<b>Outcome of Complaint</b>			<b>Outcome of Complaint</b>		
<i>Upheld &amp; Resolved</i>	2	50	<i>Upheld &amp; Resolved</i>	0	
<i>Partially Upheld</i>	0		<i>Partially Upheld</i>	0	
<i>Not Upheld</i>	2	50	<i>Not upheld</i>	0	
<i>Upheld &amp; escalated</i>	0				
<i>Withdrawn</i>	0				
<b>Average days to resolve complaint</b>	1.75		<b>Average days to resolve complaint</b>	0	

**Lessons Learnt :**