

Complaints received by the Crofting Commission for the period July to September 2016

Total number of complaints = 9					
	Totals	Percentage %		Totals	Percentage %
Complaints deal with at Frontline Resolution	7	78	Complaints Investigated	2	22
Resolved within 5 days	7	100	Resolved within 20 days	2	100
Extension to 5 days	0		Extension to 20 days	0	
Outcome of Complaint			Outcome of Complaint		
<i>Upheld & Resolved</i>	2	28.5	<i>Upheld & Resolved</i>	1	50
<i>Partially Upheld</i>	2	28.5	<i>Partially Upheld</i>	1	50
<i>Not Upheld</i>	3	43	<i>Not upheld</i>	0	0
<i>Upheld & escalated</i>	0				
<i>Withdrawn</i>	0				
Average days to resolve complaint	1		Average days to resolve complaint	16.5	

Lessons Learnt:

There may be a need to consider what initial information is provided to new committees for unregulated grazings.

There is need to look at process and what is the Commission responsibility

Basic research should be undertaken before contrary advice or statements are proffered.
Work with relevant parties to resolve share situation and give clear direction

There is a need to look at the procedures in place here and this has already been noted within the new grazings service set-up