

Complaints received by the Crofting Commission for the period Oct - Dec 2016

The total number of complaints received	6		
The number of complaints considered at frontline resolution stage	4	The number of complaints considered at Investigation stage	2
The percentage of complaints considered at frontline resolution stage	67%	The percentage of complaints considered at Investigation stage	33%
The number of complaints closed at frontline resolution stage within 5 working days	4	The number of complaints resolved at Investigation stage within 20 days	2
The percentage of complaints closed at frontline resolution stage within 5 working days	100%	The percentage of complaints resolved at Investigation stage within 20 days	100%
The number of complaints where an extension to the 5 working days was authorised	0	The number of complaints where an extension to the 20 working days has been authorised	0
The percentage of complaints where an extension to the 5 working days was authorised	0%	The percentage of complaints where an extension to the 20 working days has been authorised	0%
The number of complaints at frontline resolution stage		The number of complaints at Investigation stage	
upheld & resolved **	1	upheld & resolved	0
upheld & escalated	0	partially upheld	
partially upheld	0	not upheld	1
not upheld	3	Invalid	1
Escalated	0		
The number of complaints at frontline resolution stage as a percentage of all complaints closed at this stage		The number of complaints at investigation stage as a percentage of all complaints closed at this stage	
upheld & resolved	25%	upheld & resolved	0%
upheld & escalated	0%	partially upheld	0%
partially upheld	0%	not upheld	50%
not upheld	75%	Invalid	50%
Escalated	0%		
The average time in working days to resolve complaints at frontline resolution stage	1	The average time in working days to resolve complaints at the Investigation stage	10
**The one upheld complaint was caused by third party delays			