

## Complaints received by the Crofting Commission for the period April to June 2020

TOTAL NUMBER OF COMPLAINTS RECEIVED					6
<b>Complaints considered at:</b>	<b>Total</b>	<b>Percentage %</b>	<b>Complaints considered at:</b>	<b>Total</b>	<b>Percentage %</b>
<b>FRONTLINE RESOLUTION</b>	<b>3</b>	50	<b>INVESTIGATION</b>	<b>3</b>	50
Resolved within 5 days	2	67	Resolved within 20 days	2	67
Extension to 5 days	0	0	Extension to 20 days	0	0
Resolved out with 5 days	1	33	Resolved out with 20 days	0	0
<b>Outcome of complaints at frontline resolution stage</b>			<b>Outcome of complaints at Investigation stage</b>		
Upheld	1	33	Upheld	0	0
Partially Upheld	0	0	Partially Upheld	1	33
Not Upheld	2	67	Not Upheld	1	33
Escalated	0	0	Invalid	0	0
<i>Ongoing</i>	0	0	Withdrawn	0	0
<i>Delay Requested</i>	0	0	<i>Investigation Ongoing</i>	1	33
			<i>On Hold</i>	0	0
<b>Average days to resolve complaints at frontline resolution stage</b>		<b>7.7</b>	<b>Average days to resolve complaints at investigation stage</b>		<b>16.5</b>