

## Complaints received by the Crofting Commission for the period July to September 2020

TOTAL NUMBER OF COMPLAINTS RECEIVED					4
<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>2</b>	50	<b>INVESTIGATION</b>	<b>2</b>	50
Resolved within 5 days	1	50	Resolved within 20 days	2	100
Extension to 5 days	0	0	Extension to 20 days	0	0
Resolved out with 5 days	0	0	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	50	Upheld	0	0
Partially Upheld	0	0	Partially Upheld	0	0
Not Upheld	0	0	Not Upheld	1	50
Escalated	0	0	Invalid	1	50
<i>Ongoing</i>	1	50	Withdrawn	0	0
<i>Delay Requested</i>	0	0	<i>Investigation Ongoing</i>	0	0
			<i>On Hold</i>	0	0
<b>Average days to resolve complaints at frontline resolution stage</b>		<b>2.0</b>	<b>Average days to resolve complaints at investigation stage</b>		<b>9.0</b>