

Complaints received by the Crofting Commission for the period October to December 2020

TOTAL NUMBER OF COMPLAINTS RECEIVED					10	
Complaints considered at:	Total	Percentage %	Complaints considered at:	Total	Percentage %	
FRONTLINE RESOLUTION	7	71	INVESTIGATION	3	30	
Resolved within 5 days	1	50	Resolved within 20 days	2	67	
Extension to 5 days	0	0	Extension to 20 days	0	0	
Resolved out with 5 days	3	43	Resolved out with 20 days	0	0	
Outcome of complaints at frontline resolution stage			Outcome of complaints at Investigation stage			
Upheld	3	47	Upheld	1	33	
Partially Upheld	1	14	Partially Upheld	1	33	
Not Upheld	4	57	Not Upheld	0	0	
Escalated	0	0	Invalid	0	0	
<i>Ongoing</i>	1	50	Withdrawn	0	0	
<i>Delay Requested</i>	0	0	<i>Investigation Ongoing</i>	1	33	
			<i>On Hold</i>	0	0	
Average days to resolve complaints at frontline resolution stage		6.5	Average days to resolve complaints at investigation stage		15.5	