

Complaints received by the Crofting Commission for the period April 2022 to March 2023

		TOTAL NUMBER OF COMPLAINTS RECEIVED	45
The number of complaints considered at: FRONTLINE RESOLUTION	20	The number of complaints considered at: INVESTIGATION	25
The percentage of complaints considered at: FRONTLINE RESOLUTION	44%	The percentage of complaints considered at: INVESTIGATION	56%
The number of complaints closed at frontline resolution stage within 5 working days	12	The number of complaints resolved at Investigation stage within 20 days	18
The percentage of complaints closed at frontline resolution stage within 5 working days	60%	The percentage of complaints resolved at Investigation stage within 20 days	72%
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 closed at frontline resolution stage outwith 5 working days	8	The number of complaints resolved at Investigation stage outwith 20 days	3
The percentage of complaints closed at frontline resolution stage outwith 5 working days	40%	The percentage of complaints resolved at Investigation stage outwith 20 days	12%
The number of complaints at frontline resolution stage		The number of complaints at Investigation stage	
Upheld	9	Upheld	6
Partially Upheld	6	Partially Upheld	10
Not Upheld	6	Not Upheld	5
Escalated	0	Invalid	1
<i>Ongoing</i>	0	Withdrawn	2
<i>Delay Requested</i>	0	<i>Investigation Ongoing</i>	2
		<i>On Hold</i>	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	45%	Upheld	24%
Partially Upheld	30%	Partially Upheld	40%
Not Upheld	30%	Not Upheld	20%
Escalated	0%	Invalid	4%
<i>Ongoing</i>	0%	Withdrawn	8%
<i>Delay Requested</i>	0%	<i>Investigation Ongoing</i>	8%
		<i>On Hold</i>	0%
The average time in working days to resolve complaints at frontline resolution stage	10.7	The average time in working days to resolve complaints at the Investigation stage	12.0

*One Frontline complaint & one Stage 2 investigation carried over from Quarter 4 2021-2022 into Quarter 1 of 2022-2023.
Two Stage 2 Investigations from Quarter 4 2022-2023 carried over into Quarter 1 of 2023-2024.*