

Complaints received by the Crofting Commission for the period April 2023 to March 2024

		TOTAL NUMBER OF COMPLAINTS RECEIVED	29
The number of complaints considered at: FRONTLINE RESOLUTION	13	The number of complaints considered at: INVESTIGATION	16
The percentage of complaints considered at: FRONTLINE RESOLUTION	45%	The percentage of complaints considered at: INVESTIGATION	55%
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	92%	The percentage of complaints resolved at Investigation stage within 20 days	113%
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	1	The number of complaints resolved at Investigation stage outwith 20 days	0
The percentage of complaints closed at frontline resolution stage outwith 5 working days	8%	The percentage of complaints resolved at Investigation stage outwith 20 days	0%
The number of complaints at frontline resolution stage		The number of complaints at Investigation stage	
Upheld	6	Upheld	7
Partially Upheld	2	Partially Upheld	6
Not Upheld	5	Not Upheld	2
Escalated	0	Invalid	2
<i>Ongoing</i>	0	Withdrawn	1
<i>Delay Requested</i>	0	<i>Investigation Ongoing</i>	0
		<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	46%	Upheld	44%
Partially Upheld	15%	Partially Upheld	38%
Not Upheld	38%	Not Upheld	13%
Escalated	0%	Invalid	13%
<i>Ongoing</i>	0%	Withdrawn	6%
<i>Delay Requested</i>	0%	<i>Investigation Ongoing</i>	0%
		<i>On Hold</i>	0%
The average time in working days to resolve complaints at frontline resolution stage	3.7	The average time in working days to resolve complaints at the Investigation stage	13.8

Please note two Stage 2 Complaints received March 2023 were carried over to April 2023 (due to being received late in the previous reporting year)