

COMPLAINTS HANDLING

- QUARTER 1 REPORT (2025/26) -

1. SUMMARY

- We record and report on complaints in accordance with our Complaints Handling Procedure.
- This is our first quarterly report for Financial Year 2025/26.
- The statistics on page 2 of this report show our complaints handling performance for Quarter 1 (01 April – 30 June 2025).
- We also gather information that is more comment or compliment to help us continually improve the service we provide to the public.

2. COMPLAINTS HANDLING PERFORMANCE

The key points to note for Quarter 1 are:

- We recorded 22 complaints in total.
- 19 complaints were considered at the frontline resolution stage and were closed within 5 working days.
- 2 complaints were escalated to the review stage.

3. AWARENESS

The *Standards of Service* page on our website explains our complaints handling arrangements and helps to make the process user-friendly.

In addition, an internal Intranet page provides guidance to all staff in receiving, handling and reporting complaints.

Keith Pentland
Director of Finance & Resources
18 July 2025

PERFORMANCE INDICATOR ANALYSIS		Q1 2025-26
Ref	Measure	
1	total number of complaints received	22
2	number of complaints considered at the frontline resolution stage	20
3	percentage of complaints considered at the frontline resolution stage	91%
4	number of complaints closed at the frontline resolution stage within 5 working days	19
5	percentage of complaints closed at the frontline resolution stage within 5 working days	95%
6	number of complaints where an extension to the 5 working day timeline has been authorised	0
7	percentage of complaints where an extension to 5 working day timeline has been authorised	0%
8	number of complaints upheld at the frontline resolution stage	3
9	number of complaints partially upheld at the frontline resolution stage	4
10	number of complaints not upheld at the frontline resolution stage	13
11	number of complaints remaining open at the frontline resolution stage	0
12	percentage of closed complaints upheld at the frontline resolution stage	15%
13	percentage of closed complaints partially upheld at the frontline resolution stage	20%
14	percentage of closed complaints not upheld at the frontline resolution stage	65%
15	percentage of complaints remaining open at the frontline resolution stage	0%
16	average time in working days to resolve complaints at the frontline resolution stage	2
17	number of complaints considered at the review stage of the CHP	2
18	percentage of complaints considered at the review stage of the CHP	9%
19	number of complaints resolved at the review stage within 20 working days	2
20	percentage of complaints resolved at the review stage within 20 working days	100%
21	number of complaints where an extension to 20 working day timeline has been authorised	1
22	percentage of complaints where extension to 20 working day timeline has been authorised	50%
23	number of complaints upheld at the review stage	0
24	number of complaints partially upheld at the review stage	1
25	number of complaints not upheld at the review stage	1
26	number of complaints remaining open at the review stage	0
27	percentage of complaints upheld at the review stage	0%
28	percentage of complaints partially upheld at the review stage	50%
29	percentage of complaints not upheld at the review stage	50%
30	percentage of complaints remaining open at the review stage	0%
31	average time in working days to resolve complaints at the review stage	13