Complaints Handling Quarter 2 Report 2026/27

1. Summary

- We record and report on complaints in accordance with our Complaints Handling Procedure
- This is our first quarterly report for Financial Year 2026/27
- The statistics on pages 2 and 3 of this report show our complaints handling performance for Quarter 2 (01 July – 30 September 2026). We also gather information that is more comment or compliment to help us continually improve.

2. Complaints Handling Performance

The key points to note for Quarter 2 are:

- We recorded 19 complaints in total
- All complaints were considered at the frontline resolution stage and were closed within five working days
- No 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

28 Oct 2026

Performance Indicator Analysis: Quarter 1 2026-27

Ref	Measure	Q1
1	Total number of complaints received	19
2	Number of complaints considered at the frontline resolution stage	19
3	Percentage of complaints considered at the frontline resolution stage	100%
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	100%
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	5
9	Number of complaints partially upheld at the frontline resolution stage	8
10	Number of complaints not upheld at the frontline resolution stage	6
11	Number of complaints remaining open at the frontline resolution stage	0
12	Percentage of closed complaints upheld at the frontline resolution stage	26%
13	Percentage of closed complaints partially upheld at the frontline resolution stage	42%
14	Percentage of closed complaints not upheld at the frontline resolution stage	32%
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	1

Ref	Measure	Q1
17	Number of complaints considered at the review stage of the CHP	0
18	Percentage of complaints considered at the review stage of the CHP	0%
19	Number of complaints resolved at the review stage within 20 working days	0
20	Percentage of complaints resolved at the review stage within 20 working days	0%
21	Number of complaints where an extension to 20 working day timeline has been authorised	0
22	Percentage of complaints where extension to 20 working day timeline has been authorised	0%
23	Number of complaints upheld at the review stage	0
24	Number of complaints partially upheld at the review stage	0
25	Number of complaints not upheld at the review stage	0
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	0%
29	Percentage of complaints not upheld at the review stage	0%
30	Percentage of complaints remaining open at the review stage	0%
31	Average time in working days to resolve complaints at the review stage	0