

COMPLAINTS HANDLING

ANNUAL REPORT 2025-2026

1. OVERVIEW

In summary:

- We have been reporting annually on our complaints handling since 2014/15
- This report covers Financial Year 2025-2026
- The statistics on page 2 of this report show our complaints handling performance for the last 3 years
- The total number of complaints we received in 2025-2026 was 67, down from 81 in 2024-2025
- 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 are:

- In 2025-2026, we recorded a total of 67 complaints (compared with 81 in 2024-2025; and 49 in 2023-2024)
- 97% of complaints were considered at the frontline resolution stage (100% last year)
- 98% of complaints we received were closed within 5 working days (96% last year)
- Two complaints were escalated to the review stage in 2025-2026 (zero last year)
- 32% of the complaints we received were completely upheld (30% last year), 17% were partially upheld (26% last year), and 51% were not upheld (44% last year).

3. AWARENESS RAISING

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

In addition, an internal Intranet page is used to guide all staff in receiving, handling and reporting complaints.

Keith Pentland
Director of Finance & Resources
April 2026

PERFORMANCE INDICATOR ANALYSIS		23/24	24/25	25/26
Ref	Measure			
1	total number of complaints received	49	81	67
2	number of complaints considered at the frontline resolution stage	49	81	65
3	percentage of complaints considered at the frontline resolution stage	100%	100%	97%
4	number of complaints closed at the frontline resolution stage within 5 working days	43	78	64
5	percentage of complaints closed at the frontline resolution stage within 5 working days	88%	96%	98%
6	number of complaints where an extension to the 5 working day timeline has been authorised	0	1	0
7	percentage of complaints where an extension to 5 working day timeline has been authorised	0%	1%	0%
8	number of complaints upheld at the frontline resolution stage	12	24	21
9	number of complaints partially upheld at the frontline resolution stage	21	21	11
10	number of complaints not upheld at the frontline resolution stage	16	36	33
11	number of complaints remaining open at the frontline resolution stage	0	0	0
12	percentage of closed complaints upheld at the frontline resolution stage	24%	30%	32%
13	percentage of closed complaints partially upheld at the frontline resolution stage	43%	26%	17%
14	percentage of closed complaints not upheld at the frontline resolution stage	33%	44%	51%
15	percentage of complaints remaining open at the frontline resolution stage	0%	0%	0%
16	average time in working days to resolve complaints at the frontline resolution stage	3	2	2
17	number of complaints considered at the review stage of the CHP	0	0	2
18	percentage of complaints considered at the review stage of the CHP	0%	0%	3%
19	number of complaints resolved at the review stage within 20 working days	0	0	2
20	percentage of complaints resolved at the review stage within 20 working days	100%	100%	100%
21	number of complaints where an extension to 20 working day timeline has been authorised	0	0	1
22	percentage of complaints where extension to 20 working day timeline has been authorised	0%	0%	50%
23	number of complaints upheld at the review stage	0	0	0
24	number of complaints partially upheld at the review stage	0	0	1
25	number of complaints not upheld at the review stage	0	0	1
26	number of complaints remaining open at the review stage	0	0	0
27	percentage of complaints upheld at the review stage	0%	0%	0%
28	percentage of complaints partially upheld at the review stage	0%	0%	50%
29	percentage of complaints not upheld at the review stage	100%	100%	50%
30	percentage of complaints remaining open at the review stage	0%	0%	0%
31	average time in working days to resolve complaints at the review stage	N/A	N/A	13