

## APPENDIX 1 TO REPORT NO 260/16

### Complaints management reporting

**Indicator 1: The total number of complaints received per thousand population.**

	Total complaints received	Per 1,000 population
2013/14	372	3.2
2014/15	258	2.22
2015/16	207	1.77

Population is based on General Register Office for Scotland mid-year population estimates. For 2013-14 the 2012 figure of 116,210 is used, for 2014-15 it is the 2013 figure of 116,240 and for 2015/16 it is the 2014 figure of 116,660.

**Indicator 2: Complaints closed at stage one and stage two as a percentage of all complaints closed.**

The term "closed" refers to a complaint that has had a response sent to the customer and at the time no further action is required.

	Stage 1 (Frontline)	Stage 2 (Investigation)	Stage 2 Escalated	Total
2013/14	257 (75.6%)	73 (21.5%)	10 (2.9%)	340
2014/15	202 (80.5%)	46 (18.3%)	3 (1.2%)	251
2015/16	131 (74%)	43 (24.3%)	3 (1.7%)	177

**Indicator 3: The number of complaints upheld/partially upheld/not upheld at each stage as a percentage of complaints closed in full at each stage.**

Stage One (Frontline)				
	Upheld	Not Upheld	Partially Upheld	Total
2013/14	91 (35.4%)	77 (30%)	89 (34.6%)	257
2014/15	91 (45.1%)	46 (22.8%)	65 (32.2%)	202
2015/16	39 (29.8%)	52 (39.7%)	40 (30.5%)	131

Stage Two (Investigation)				
	Upheld	Not Upheld	Partially Upheld	Total
2013/14	16 (21.9%)	20 (27.4%)	37 (50.7%)	74
2014/15	6 (13%)	26 (56.5%)	14 (30.4%)	46
2015/16	5 (11.6%)	17 (39.5%)	21 (48.8%)	43

Stage Two Escalated				
	Upheld	Not Upheld	Partially Upheld	Total
2013/14	1 (10%)	5 (50%)	4 (40%)	10
2014/15	1 (33.3%)	1 (33.3%)	1 (33.3%)	3
2015/16	0 (0%)	3 (100%)	0 (0%)	3

**Indicator 4: The average time in working days for a full response to complaints at each stage.**

	Stage 1 (Frontline)	Stage 2 (Investigation)	Stage 2 Escalated
2013/14	6.86	18.95	27
2014/15	6.38	16.37	13
2015/16	12.17	25.4	28

**Indicator 5: The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days.**

	Stage 1 (Frontline Resolution)	Stage 2 (Investigation)	Stage 2 Escalated
2013/14	155 (60.3%)	47 (64.4%)	5 (50%)
2014/15	124 (61.4%)	35 (76.1%)	2 (66.7%)
2015/16	74 (56.5%)	21 (48.8%)	2 (66.7%)

**Indicator 6: The number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised.**

	Stage 1 Front-line Resolution (5 Working Days)	Stage 2 Investigation (20 Working Days)
2013/14	8 (3.1%)	2 (2.7%)
2014/15	8 (4%)	1 (2.2%)
2015/16	5 (3.8%)	1 (2.3%)

**Indicator 7: Customer satisfaction**

This indicator provides information on the levels of customer satisfaction with the complaints handling services provided.

**Indicator 8: Learning from complaints**

This indicator provides information on what the council has learnt from the handling of complaints.