

Complaints management reporting

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

	Total complaints received	Per 1,000 population
Q1 (Apr-Jun) 2013/14	81	0.7
Q2 (Jul-Sep) 2013/14	91	0.78
Q3 (Oct-Dec) 2013/14	82	0.71
Q4 (Jan-Mar) 2013/14	87	0.75
2013/14	341	2.93
Q1 (Apr-Jun) 2014/15	77	0.66

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.

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
Q1 2013/14	66 (81.5%)	14 (17.3%)	1 (1.2%)	81
Q2 2013/14	63 (69.2%)	22 (24.2%)	6 (6.6%)	91
Q3 2013/14	60 (73.2%)	21 (25.6%)	1 (1.2%)	82
Q4 2013/14	68 (78.2%)	17 (19.5%)	2 (2.3%)	87
2013/14	257 (75.4%)	74 (21.7%)	10 (2.9%)	341
Q1 2014/15	60 (77.9%)	17 (22.1%)	0 (0%)	77

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
Q1 2013/14	20 (30.3%)	24 (36.4%)	22 (33.3%)	66
Q2 2013/14	23 (36.5%)	17 (27%)	23 (36.5%)	63
Q3 2013/14	24 (40%)	17 (28.3%)	19 (31.7%)	60
Q4 2013/14	24 (35.3%)	19 (27.9%)	25 (36.8%)	68
2013/14	91 (35.4%)	77 (30%)	89 (34.6%)	257
Q1 2014/15	33 (55%)	10 (16.7%)	17 (28.3%)	60

Stage Two (Investigation)				
	Upheld	Not Upheld	Partially Upheld	Total
Q1 2013/14	3 (21.4%)	3 (21.4%)	8 (57.1%)	14
Q2 2013/14	4 (18.2%)	5 (22.7%)	13 (59.1%)	22
Q3 2013/14	6 (28.6%)	5 (23.8%)	10 (47.6%)	21
Q4 2013/14	4 (23.5%)	7 (41.2%)	6 (35.3%)	17
2013/14	17 (23%)	20 (27%)	37 (50%)	74
Q1 2014/15	3 (17.6%)	9 (52.9%)	5 (29.4%)	17

Stage Two Escalated				
	Upheld	Not Upheld	Partially Upheld	Total
Q1 2013/14	1 (100%)	0 (0%)	0 (0%)	1
Q2 2013/14	0 (0%)	3 (50%)	3 (50%)	6
Q3 2013/14	0 (0%)	0 (0%)	1(100%)	1
Q4 2013/14	0 (0%)	2 (100%)	0 (0%)	2
2013/14	1 (10%)	5 (50%)	4 (40%)	10
Q1 2014/15	0 (0%)	0 (0%)	0(0%)	0

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
Q1 2013/14	5.47	18.64	1
Q2 2013/14	7.14	19.32	16.17
Q3 2013/14	6.15	17.14	0
Q4 2013/14	9.52	25.77	7
2013/14	7.11	20.05	11.2
Q1 2014/15	5.6	15.12	Not Applicable

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
Q1 2013/14	48 (72.7%)	9 (64.3%)	1 (100%)
Q2 2013/14	37 (58.7%)	15 (68.2%)	5 (83.3%)
Q3 2013/14	35 (58.3%)	14 (66.7%)	1 (100%)
Q4 2013/14	34 (50%)	8 (47.1%)	2 (100%)
2013/14	154 (59.9%)	46 (62.2%)	9 (90%)
Q1 2014/15	37 (61.7%)	13 (76.5%)	Not Applicable

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)
Q1 2013/14	0 (0%)	1 (7.1%)
Q2 2013/14	2 (9.1%)	0 (0%)
Q3 2013/14	1 (4.8%)	0 (0%)
Q4 2013/14	5 (29.4%)	1 (5.9%)
2013/14	8 (3.1%)	2 (2.7%)
Q1 2014/15	0 (0%)	1 (5.9%)

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