

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

	Total complaints received	Per 1,000 population
2017/18	301	2.58
Q1 (Apr-Jun) 2018/19	68	0.58
Q2 (Jul-Sep) 2018/19	84	0.72
Q3 (Oct-Dec) 2018/19	69	0.59
Q4 (Jan-Mar) 2018/19	72	0.62
2018/19	293	2.52

Population is based on National Records of Scotland mid-year population estimates; 2013/14 the 2012 figure of 116,210 used, 2014/15 the 2013 figure of 116,240, 2015/16 the 2014 figure of 116,660, 2016/17 the 2015 figure of 116,900, 2017/18 the 2016 figure of 116,520, for 2018/19 the 2017 figure of 116,280 and 2019/20 the 2018 figure of 116,040.

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
2017/18	236 (77.9%)	51 (16.8%)	16 (5.3%)	303
Q1 2018/19	50 (68.5%)	18 (24.7%)	5 (6.8%)	73
Q2 2018/19	76 (89.4%)	5 (5.9%)	4 (4.7%)	85
Q3 2018/19	61 (75.3%)	14 (17.3%)	6 (7.4%)	81
Q4 2018/19	62 (79.5%)	10 (12.8%)	6 (7.7%)	78
2018/19	249 (78.5%)	47 (14.8%)	21 (6.6%)	317

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
2017/18	67 (28.4%)	101 (42.8%)	68 (28.8%)	236
Q1 2018/19	25 (46%)	12 (24%)	15 (30%)	50
Q2 2018/19	21 (27.6%)	30 (39.5%)	25 (32.9%)	76
Q3 2018/19	15 (24.6%)	31 (50.8%)	15 (24.6%)	61
Q4 2018/19	17 (27.4%)	26 (41.9%)	19 (30.6%)	62
2018/19	76 (30.5%)	99 (39.8%)	74 (29.7%)	249

Stage Two (Investigation)				
	Upheld	Not Upheld	Partially Upheld	Total
2017/18	7 (13.7%)	28 (54.9%)	16 (31.4%)	51
Q1 2018/19	2 (11.1%)	12 (66.7%)	4 (22.2%)	18
Q2 2018/19	1 (20%)	4 (80%)	0 (0%)	5
Q3 2018/19	4 (28.6%)	6 (42.9%)	4 (28.6%)	14
Q4 2018/19	2 (20%)	5 (50%)	3 (30%)	10
2018/19	9 (19.1%)	27 (57.4%)	11 (23.4%)	47

Stage Two Escalated				
	Upheld	Not Upheld	Partially Upheld	Total
2017/18	4 (25%)	9 (56.3%)	3 (18.8%)	16
Q1 2018/19	1 (20%)	4 (80%)	0 (0%)	5
Q2 2018/19	0 (0%)	1 (25%)	3 (75%)	4
Q3 2018/19	0 (0%)	4 (66.7%)	2 (33.3%)	6
Q4 2018/19	2 (33.3%)	3 (50%)	1 (16.7%)	6
2018/19	3 (14.3%)	12 (57.1%)	6 (28.6%)	21

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
2017/18	8.47	33.63	52.19
Q1 2018/19	8.28	26.56	43.6
Q2 2018/19	8.2	22.6	19.25
Q3 2018/19	6.64	17	37.83
Q4 2018/19	13.06	36.3	32.5
2018/19	9.04	25.36	34.14

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
2017/18	135 (57.2%)	30 (58.8%)	3 (18.8%)
Q1 2018/19	26 (52%)	10 (55.6%)	2 (40%)
Q2 2018/19	41 (53.9%)	1 (20%)	2 (50%)
Q3 2018/19	43 (70.5%)	9 (64.3%)	3 (50%)
Q4 2018/19	30 (48.4%)	2 (20%)	1 (16.7%)
2018/19	140 (56.2%)	22 (46.8%)	8 (38.1%)

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)
2017/18	4 (1.7%)	3 (5.9%)
Q1 2018/19	2 (4.2%)	1 (5.6%)
Q2 2018/19	2 (2.6%)	1 (20%)
Q3 2018/19	0 (0%)	2 (14.3%)
Q4 2018/19	3 (4.8%)	4 (40%)
2018/19	7 (2.8%)	8 (17%)