



## COMHAIRLE NAN EILEAN SIAR COMPLAINTS PERFORMANCE REPORT Q2: JULY TO SEPTEMBER 2022

The Comhairle is publishing its performance of complaints handling to provide assurance in relation to our performance, to deliver continuous improvement and to assist in Benchmarking between local authorities. Reporting of complaints is monitored by Audit Scotland in conjunction with the Scottish Public Services Ombudsman (SPSO).

The Comhairle's Complaints Procedure and the performance indicators below adhere to the requirements set out by the SPSO's model Complaints Handling Procedure.

The Comhairle aims to resolve complaints quickly and close to where the service is provided.

- Front line stage (stage 1) complaints could mean immediate action to resolve the problem or Complaints which are resolved in no more than five working days.
- Investigation stage (stage 2) deals with two types of Complaints; those that have not been resolved at stage 1 and those that are complex and require detailed investigation.
- After the Comhairle has fully investigated the complaint, and if the customer is still not satisfied with the decision or the way the Comhairle dealt with the Complaint, then it can be referred to the SPSO.

### **Our Complaints Performance**

The Comhairle will publish complaints performance quarterly and annually.

The following complaints management information outlines the Comhairle's performance for the second quarter of 2022/23 between 1 July 2022 and 30 September 2022.

#### **How many customer complaints did we receive?**

- Between 1 July and 30 September 2022, we received 16 complaints and closed 15 complaints.
- 7 (47%) Complaints were closed at stage 1
- 8 (53%) Complaints were closed at stage 2
- 1 (7%) Complaint was closed at stage 2 after escalation

### **What was the outcome of Stage 1 complaints?**

- The Comhairle upheld 1 (13%) stage 1 Complaints
- The Comhairle partially upheld 2 (29%) stage 1 Complaints
- The Comhairle did not uphold 2 (29%) stage 1 Complaints
- The Comhairle resolved 2 (29%) stage 1 Complaint

### **What was the outcome of Stage 2 complaints?**

- The Comhairle did not uphold 6 (75%) stage 2 Complaints

### **What was the outcome of complaints escalated to stage 2?**

- The Comhairle partially upheld 1 (100%) Stage 2 complaint this quarter.

### **Comhairle Timescales**

The total time to respond to stage 1 Complaints was 60 working days

The total time to respond to stage 2 Complaints was 188 working days

The total time to respond to escalated stage 2 Complaints was 21 working days.

The average time to respond to stage 1 Complaints was 8.5 working days

The average time to respond to stage 2 Complaints was 23 working days

The average time to respond to escalated stage 2 complaints was 21 working days

The Comhairle closed 3 (43%) stage 1 Complaints within 5 working days

The Comhairle closed 7 (87%) stage 2 Complaints within 20 working days

The Comhairle closed 0 (0%) of escalated stage 2 complaints within 20 working days

There were no extensions to timescales authorised for Stage 2 complaints this quarter.

### **Customer Satisfaction**

The Comhairle welcomes feedback from customers on our Complaints Procedure and we have continued to provide a feedback survey on our complaints procedure.