



## COMHAIRLE NAN EILEAN SIAR COMPLAINTS PERFORMANCE REPORT Q3: OCTOBER TO DECEMBER 2023

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 third quarter of 2023/24 between 1 October 2023 and 31 December 2023.

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

- Between 1 October and 31 December 2023, we received 17 complaints and closed 15 complaints.
- 9 (60%) Complaints were closed at stage 1
- 4 (27%) Complaints were closed at stage 2
- 2 (13%) Complaints were closed at stage 2 after escalation

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

- The Comhairle upheld 0 (0%) stage 1 Complaints
- The Comhairle partially upheld 1 (11%) stage 1 Complaints
- The Comhairle did not uphold 3 (33%) stage 1 Complaints
- The Comhairle resolved 5 (56%) stage 1 Complaints

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

- The Comhairle upheld 2 (50%) stage 2 Complaints
- The Comhairle partially upheld 2 (50%) stage 2 Complaints
- The Comhairle did not uphold 0 (0%) stage 2 Complaints
- The Comhairle resolved 0 (0%) stage 2 Complaints

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

- The Comhairle partially upheld 2 (100%) complaints escalated to Stage 2 this quarter.

### **Comhairle Timescales**

The total time to respond to stage 1 Complaints was 73 working days

The total time to respond to stage 2 Complaints was 161 working days

The total time to respond to escalated stage 2 Complaints was 57 working days.

The average time to respond to stage 1 Complaints was 8 working days

The average time to respond to stage 2 Complaints was 40 working days

The average time to respond to escalated stage 2 complaints was 28.5 working days

The Comhairle closed 7 (78%) stage 1 Complaints within 5 working days

The Comhairle closed 1 (25%) stage 2 Complaints within 20 working days

The Comhairle closed 1 (50%) of escalated stage 2 complaints within 20 working days

There were 3 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.