



COMHAIRLE NAN EILEAN SIAR COMPLAINTS PERFORMANCE REPORT Q1: APRIL TO JUNE 2019

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. This Complaints Handling Procedure now includes complaints against social work services as their complaints procedure has been aligned with the local authority 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 first quarter of 2019/20 between 1 April 2019 and 30 June 2019.

How many customer complaints did we receive?

- Between 1 April and 30 June we received 18 complaints and closed 26 complaints.
- 13 (52%) Complaints were closed at stage 1
- 12 (48%) Complaints were closed at stage 2
- 1 (4%) Complaint was closed at stage 2 after escalation

What was the outcome of Stage 1 complaints?

- The Comhairle upheld 5 (38%) stage 1 Complaints
- The Comhairle partially upheld 2 (15%) stage 1 Complaints
- The Comhairle did not uphold 6 (46%) stage 1 Complaints

What was the outcome of Stage 2 complaints?

- The Comhairle upheld 2 (17%) stage 2 Complaints
- The Comhairle partially upheld 9 (75%) stage 2 Complaints
- The Comhairle did not uphold 1 (8%) stage 2 Complaints

What was the outcome of complaints escalated to stage 2?

- There was one complaint escalated to stage 2 in this quarter of 2019/20 and it was partially upheld.

Comhairle Timescales

The total time to respond to stage 1 Complaints was 61 working days

The total time to respond to stage 2 Complaints was 335 working days

The total time to respond to escalated stage 2 Complaints was 22 working days.

The average time to respond to stage 1 Complaints was 5 working days

The average time to respond to stage 2 Complaints was 28 working days

The average time to respond to escalated stage 2 Complaints was 22 working days

The Comhairle closed 11 (85%) stage 1 Complaints within 5 working days

The Comhairle closed 3 (25%) stage 2 Complaints within 20 working days

There were no Escalated Complaints closed within 20 working days.

An extension to timescales was authorised in one stage 1 complaint this quarter.

An extension to timescales was authorised in four 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.