



COMHAIRLE NAN EILEAN SIAR COMPLAINTS PERFORMANCE REPORT Q3: OCTOBER TO DECEMBER 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 third quarter of 2019/20 between 1 October 2019 and 31 December 2019.

How many customer complaints did we receive?

- Between 1 July and 30 September we received 27 complaints and closed 21 complaints.
- 11 (52%) Complaints were closed at stage 1
- 8 (38%) Complaints were closed at stage 2
- 2 (10%) Complaints were closed at stage 2 after escalation

What was the outcome of Stage 1 complaints?

- The Comhairle upheld 1 (9%) stage 1 Complaints
- The Comhairle partially upheld 1 (9%) stage 1 Complaints
- The Comhairle did not uphold 9 (82%) stage 1 Complaints

What was the outcome of Stage 2 complaints?

- The Comhairle upheld 1 (13%) stage 2 Complaints
- The Comhairle partially upheld 6 (75%) stage 2 Complaints
- The Comhairle did not uphold 1 (13%) stage 2 Complaints

What was the outcome of complaints escalated to stage 2?

- The Comhairle upheld 0 (0%) escalated Complaints
- The Comhairle partially upheld 2 (100%) escalated Complaints
- The Comhairle did not uphold 0 (0%) escalated Complaints

Comhairle Timescales

The total time to respond to stage 1 Complaints was 149 working days
The total time to respond to stage 2 Complaints was 186 working days
The total time to respond to escalated Complaints was 78 working days

The average time to respond to stage 1 Complaints was 14 working days
The average time to respond to stage 2 Complaints was 23 working days
The average time to respond to escalated Complaints was 39 working days

The Comhairle closed 7 (64%) stage 1 Complaints within 5 working days
The Comhairle closed 4 (50%) stage 2 Complaints within 20 working days
The Comhairle closed 1 (50%) escalated Complaint within 20 working days

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.