

**COMPLAINTS HANDLING**

**- QUARTER 3 REPORT (2023/24) -**

1. **SUMMARY**
* We record and report on complaints in accordance with our Complaints Handling Procedure.
* This is our third quarterly report for Financial Year 2023/24.
* The statistics on page 2 of this report show our complaints handling performance for Quarter 3 (01 October – 31 December 2023).
* We also gather information that is more comment or compliment to help us continually improve the service we provide to the public.
1. **COMPLAINTS HANDLING PERFORMANCE**

The key points to note for Quarter 3 are:

* We recorded 14 complaints in total.
* All the complaints were considered at the frontline resolution stage and 71% were closed within 5 working days.
* No complaints were escalated to the review stage.
1. **AWARENESS**

The *Standards of Service* page on [our website](http://www.nms.ac.uk/about-us/our-organisation/standards-of-service/) explains our complaints handling arrangements and helps to make the process user-friendly.

In addition, an internal Intranet page provides guidance to all staff on receiving, handling and reporting complaints.

**Keith Pentland**

**Director of Finance & Resources**

**27 February 2024**

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| **Performance Indicator analysis 2023/24** |  |  |  |
|  |  | Q1 | Q2 | Q3 |
| Ref. | Measure |  |  |  |
| 1 | total number of complaints received | 9 | 15 | 14 |
| 2 | number of complaints considered at the frontline resolution stage | 9 | 15 | 14 |
| 3 | percentage of complaints considered at the frontline resolution stage | 100% | 100% | 100% |
| 4 | number of complaints closed at the frontline resolution stage within 5 working days | 9 | 15 | 10 |
| 5 | percentage of complaints closed at the frontline resolution stage within 5 working days | 100% | 100% | 71% |
| 6 | number of complaints where an extension to the 5 working day timeline has been authorised | 0 | 0 | 0 |
| 7 | percentage of complaints where an extension to the 5 working day timeline has been authorised | 0% | 0% | 0% |
| 8 | number of complaints upheld at the frontline resolution stage | 1 | 2 | 2 |
| 9 | number of complaints partially upheld at the frontline resolution stage | 3 | 9 | 6 |
| 10 | number of complaints not upheld at the frontline resolution stage | 5 | 4 | 6 |
| 11 | number of complaints remaining open at the frontline resolution stage | 0 | 0 | 0 |
| 12 | percentage of closed complaints upheld at the frontline resolution stage | 11% | 13% | 14% |
| 13 | percentage of closed complaints partially upheld at the frontline resolution stage | 33% | 60% | 43% |
| 14 | percentage of closed complaints not upheld at the frontline resolution stage | 56% | 27% | 43% |
| 15 | percentage of complaints remaining open at the frontline resolution stage | 0% | 0% | 0% |
| 16 | average time in working days to resolve complaints at the frontline resolution stage | 2 | 2 | 4 |
| 17 | number of complaints considered at the review stage of the CHP | 0 | 0 | 0 |
| 18 | percentage of complaints considered at the review stage of the CHP | 0% | 0% | 0% |
| 19 | number of complaints resolved at the review stage within 20 working days | 0 | 0 | 0 |
| 20 | percentage of complaints resolved at the review stage within 20 working days |  |  |  |
| 21 | number of complaints where an extension to the 20 working day timeline has been authorised | 0 | 0 | 0 |
| 22 | percentage of complaints where an extension to the 20 working day timeline has been authorised |  |  |  |
| 23 | number of complaints upheld at the review stage  | 0 | 0 | 0 |
| 24 | number of complaints partially upheld at the review stage  | 0 | 0 | 0 |
| 25 | number of complaints not upheld at the review stage  | 0 | 0 | 0 |
| 26 | number of complaints remaining open at the review stage | 0 | 0 | 0 |
| 27 | percentage of complaints upheld at the review stage  |  |  |  |
| 28 | percentage of complaints partially upheld at the review stage  |  |  |  |
| 29 | percentage of complaints not upheld at the review stage  |  |  |  |
| 30 | percentage of complaints remaining open at the review stage |  |  |  |
| 31 | average time in working days to resolve complaints at the review stage |  |  |  |