

COMPLAINTS HANDLING ANNUAL REPORT 2023/24

1. OVERVIEW

- We have been reporting annually on our complaints handling since 2014/15.
- This report covers Financial Year 2023/24.
- The statistics on page 2 of this report show our complaints handling performance for the last 3 years.
- The total number of complaints we received in 2023/24 was 49, up from 36 in 2022/23.
- We also gather information that is more comment or compliment to help us continually improve the service we provide to the public.

2. COMPLAINTS HANDLING PERFORMANCE

The key points to note are:

- In 2023/24, we recorded a total of 49 complaints (compared with: 36 in 2022/23; and 30 in 2021/22).
- All complaints were considered at the frontline resolution stage (100% last year).
- 88% of the complaints we received were closed within 5 working days (100% last year).
- No complaints were escalated to the review stage in 2023/24 (and none last year).
- 24% of the complaints we received were completely upheld (6% last year), 43% were partially upheld (17% last year), and 33% were not upheld (78% last year).

3. AWARENESS RAISING

The *Standards of Service* page on our website explains in detail our arrangements for handling complaints and helps to make the process more user-friendly.

In addition, an internal Intranet page is used to guide all staff in receiving, handling and reporting complaints.

Keith Pentland
Director of Finance & Resources
May 2024

PERFORMANCE INDICATOR ANALYSIS		21/22	22/23	23/24
Ref	Measure			
1	total number of complaints received	30	36	49
2	number of complaints considered at the frontline resolution stage	29	36	49
3	percentage of complaints considered at the frontline resolution stage	97%	100%	100
4	number of complaints closed at the frontline resolution stage within 5 working days	29	36	43
5	percentage of complaints closed at the frontline resolution stage within 5 working days	100%	100%	88%
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 5 working day timeline has been authorised	0%	0%	0%
8	number of complaints upheld at the frontline resolution stage	4	2	12
9	number of complaints partially upheld at the frontline resolution stage	8	6	21
10	number of complaints not upheld at the frontline resolution stage	17	28	16
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	14%	6%	24%
13	percentage of closed complaints partially upheld at the frontline resolution stage	28%	17%	43%
14	percentage of closed complaints not upheld at the frontline resolution stage	59%	78%	33%
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	3
17	number of complaints considered at the review stage of the CHP	1	0	0
18	percentage of complaints considered at the review stage of the CHP	3%	0%	0%
19	number of complaints resolved at the review stage within 20 working days	1	0	0
20	percentage of complaints resolved at the review stage within 20 working days	100%	0%	0%
21	number of complaints where an extension to 20 working day timeline has been authorised	0	0	0
22	percentage of complaints where extension to 20 working day timeline has been authorised	0%	0%	0%
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	1	0	0
26	number of complaints remaining open at the review stage	0	0	0
27	percentage of complaints upheld at the review stage	0%	0%	0%
28	percentage of complaints partially upheld at the review stage	0%	0%	0%
29	percentage of complaints not upheld at the review stage	100%	0%	0%
30	percentage of complaints remaining open at the review stage	0%	0%	0%
31	average time in working days to resolve complaints at the review stage	5	N/A	N/A