

Complaints received by the Crofting Commission for the period April to March 2019-20

TOTAL NUMBER OF COMPLAINTS RECEIVED				36			
Complaints considered at: FRONTLINE RESOLUTION	Total	Percentage %		Complaints considered at: INVESTIGATION	Total	Percentage %	
	24	67%			12	33%	
Resolved within 5 days	22	92%		Resolved within 20 days	12	100%	
Extension to 5 days	0	0%		Extension to 20 days	0	0%	
Resolved out with 5 days	2	8%		Resolved out with 20 days	0	0%	
Outcome of complaints at frontline resolution stage				Outcome of complaints at Investigation stage			
Upheld	4	16.7%		Upheld	2	16.7%	
Partially Upheld	3	12.5%		Partially Upheld	6	50%	
Not Upheld	17	70.8%		Not Upheld	3	25%	
Escalated	0	0%		Invalid	1	8.3%	
<i>Ongoing</i>	0	0%		Withdrawn	0	0%	
<i>Delay Requested</i>	0	0%		<i>Investigation Ongoing</i>	0	0%	
				<i>On Hold</i>	0	0%	
Average days to resolve complaints at frontline resolution stage			2.6	Average days to resolve complaints at investigation stage			14.1