

**Complaints received by the Crofting Commission for the period Apr 2016 – Mar 2017**

Total number of complaints = 27					
	Totals	Percentage %		Totals	Percentage %
<b>Complaints dealt with at Frontline Resolution</b>	21	78	<b>Complaints Investigated</b>	6	22
Resolved within 5 days	21	100	Resolved within 20 days	6	100
Extension to 5 days	0		Extension to 20 days	0	
<b>Outcome of Complaint</b>			<b>Outcome of Complaint</b>		
<i>Upheld &amp; Resolved</i>	5	24	<i>Upheld &amp; Resolved</i>	1	17
<i>Partially Upheld</i>	04	19	<i>Partially Upheld</i>	0	
<i>Not Upheld</i>	12	57	<i>Not upheld</i>	3	50
<i>Upheld &amp; escalated</i>	0		<i>Invalid</i>	2	33
<i>Withdrawn</i>	0				

See table below for lessons learnt.

**COMPLAINTS LESSONS LEARNT 2016/17**

Stage 2 Complaints	Overall Outcome	Improvement/Lesson	Action	Notes/observations	Monitor check	TRENDS
70879	Upheld	There may be a need to consider what initial information is provided to new committees for unregulated grazings.	Grazings Officer needs to consider all parts	There were 4 parts to the complaint. Part 1 not upheld.	Report received from Grazings Officer	Grazings committee
		There is a need to look at process and what is the Commission responsibility	Meetings took place	Sometimes it is good practice to hold face-to-face meetings		
		Basic research should be undertaken before contrary advice or statements are proffered. Work with relevant parties to resolve share situation and give clear direction	Staff met with complainant			
		There is a need to look at the procedures in place here and this has already been noted within the new grazings service set-up				
71868	Not Upheld	No lessons for Commission. The complaint related to the croft being entered on RoC in 1955	No Action required			
SC/09	Not Upheld	Declaration of Interest forms to be kept up to date.			New Board have completed on appointment	
		Guidance to be amended to remind Investigating Officers to include the party complained about in their investigation. This did not happen in this case.	Complaints Handling Procedure amended		Guidance updated and staff informed	
74865	Invalid	Complaints were time-barred				
78345	Not Upheld	There were 3 points to the complaint, 1 was upheld. Information on website must match CHP			Complaints Handling Procedure and website match	
78346	Invalid	Time-barred				

