

## Complaints received by the Crofting Commission for the period April to March 2020-21

			TOTAL NUMBER OF COMPLAINTS RECEIVED			39
Complaints considered at:	Total	Percentage %	Complaints considered at:	Total	Percentage %	
<b>FRONTLINE RESOLUTION</b>	<b>28</b>	72	<b>INVESTIGATION</b>	<b>11</b>	28	
Resolved within 5 days	21	75	Resolved within 20 days	11	100	
Extension to 5 days	1	4	Extension to 20 days	0	0	
Resolved out with 5 days	6	21	Resolved out with 20 days	0	0	
<b>Outcome of complaints at frontline resolution stage</b>			<b>Outcome of complaints at Investigation stage</b>			
Upheld	15	54	Upheld	3	27	
Partially Upheld	2	7	Partially Upheld	3	27	
Not Upheld	11	39	Not Upheld	4	36	
Escalated	0	0	Invalid	1	9	
<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	0	0	Withdrawn	0	0	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	
<b>Average days to resolve complaints at frontline resolution stage</b>		<b>5.9</b>	<b>Average days to resolve complaints at investigation stage</b>		<b>14.5</b>	