

**Complaints received by the Crofting Commission for the period April to March 2021-22**

		<b>TOTAL NUMBER OF COMPLAINTS RECEIVED</b>	<b>52</b>
<b>The number of complaints considered at: FRONTLINE RESOLUTION</b>	<b>38</b>	<b>The number of complaints considered at: INVESTIGATION</b>	<b>14</b>
<b>The percentage of complaints considered at: FRONTLINE RESOLUTION</b>	73%	<b>The percentage of complaints considered at: INVESTIGATION</b>	27%
The number of complaints <b>closed</b> at frontline resolution stage <b>within 5 working days</b>	22	The number of complaints <b>resolved</b> at Investigation stage <b>within 20 days</b>	13
The percentage of complaints <b>closed</b> at frontline resolution stage <b>within 5 working days</b>	58%	The percentage of complaints <b>resolved</b> at Investigation stage <b>within 20 working days</b>	93%
The number of complaints where an extension to the 5 working days was authorised	1	The number of complaints where an extension to the 20 working days has been authorised	0
The percentage of complaints where an extension to the 5 working days was authorised	3%	The percentage of complaints where an extension to the 20 working days has been authorised	0%
The number of complaints <b>closed</b> at frontline resolution stage <b>outwith 5 working days</b>	13	The number of complaints <b>resolved</b> at Investigation stage <b>outwith 20 working days</b>	1
The percentage of complaints <b>closed</b> at frontline resolution stage <b>outwith 5 working days</b>	34%	The percentage of complaints <b>resolved</b> at Investigation stage <b>outwith 20 working days</b>	7%
<b>The number of complaints at frontline resolution stage</b>		<b>The number of complaints at Investigation stage</b>	
Upheld	23	Upheld	2
Partially Upheld	4	Partially Upheld	4
Not Upheld	9	Not Upheld	3
Escalated	0	Invalid	2
<i>Ongoing</i>	1	Withdrawn	1
<i>Assigned for Processing</i>	1	<i>Investigation Ongoing</i>	2
<i>Delay Requested</i>	0	<i>On Hold</i>	0
<b>The number of complaints at frontline resolution stage as a percentage of all complaints closed at this stage</b>		<b>The number of complaints at Investigation stage as a percentage of all complaints closed at this stage</b>	
Upheld	61%	Upheld	14%
Partially Upheld	11%	Partially Upheld	29%
Not Upheld	24%	Not Upheld	21%
Escalated	0%	Invalid	14%
<i>Ongoing</i>	3%	Withdrawn	7%
<i>Assigned for Processing</i>	3%	<i>Investigation Ongoing</i>	14%
<i>Delay Requested</i>	0%	<i>On Hold</i>	0%
<b>The average time in working days to resolve complaints at frontline resolution stage</b>	<b>6.0</b>	<b>The average time in working days to resolve complaints at the Investigation stage</b>	<b>15.4</b>