

Complaints received by the Crofting Commission for the period April 2024 to March 2025				
		<b>TOTAL NUMBER OF COMPLAINTS RECEIVED</b>		<b>19</b>
<b>The number of complaints considered at: FRONTLINE RESOLUTION</b>		<b>11</b>	<b>The number of complaints considered at: INVESTIGATION</b>	
<b>The percentage of complaints considered at: FRONTLINE RESOLUTION</b>		<b>58%</b>	<b>The percentage of complaints considered at: INVESTIGATION</b>	
The number of complaints <b>closed</b> at frontline resolution stage <b>within 5 working days</b>		10	The number of complaints <b>resolved</b> at Investigation stage <b>within 20 days</b>	
The percentage of complaints <b>closed</b> at frontline resolution stage <b>within 5 working days</b>		91%	The percentage of complaints <b>resolved</b> at Investigation stage <b>within 20 days</b>	
The number of complaints where an extension to the 5 working days was authorised		0	The number of complaints where an extension to the 20 working days has been authorised	
The percentage of complaints where an extension to the 5 working days was authorised		0%	The percentage of complaints where an extension to the 20 working days has been authorised	
The number of complaints <b>closed</b> at frontline resolution stage <b>outwith 5 working days</b>		1	The number of complaints <b>resolved</b> at Investigation stage <b>outwith 20 days</b>	
The percentage of complaints <b>closed</b> at frontline resolution stage <b>outwith 5 working days</b>		9%	The percentage of complaints <b>resolved</b> at Investigation stage <b>outwith 20 days</b>	
<b>The number of complaints at frontline resolution stage</b>		<b>The number of complaints at Investigation stage</b>		
Upheld	6	Upheld	3	
Upheld & Escalated	0	Partially Upheld	3	
Partially Upheld	1	Not Upheld	0	
Not Upheld	4	Invalid	2	
Escalated	0	Withdrawn	0	
<i>Ongoing</i>	0	<i>Investigation Ongoing</i>	0	
<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 & Resolved	55%	Upheld	38%	
Upheld & Escalated	0%	Partially Upheld	0%	
Partially Upheld	9%	Not Upheld	25%	
Not Upheld	36%	Invalid	0%	
Escalated	0%	Withdrawn	0%	
The average time in working days to resolve complaints at frontline resolution stage	<b>2.9</b>	The average time in working days to resolve complaints at the Investigation stage	<b>11.0</b>	

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