

Complaints received by the Crofting Commission for the period April 2024 to March 2025			
		TOTAL NUMBER OF COMPLAINTS RECEIVED	19
The number of complaints considered at: FRONTLINE RESOLUTION		11	
The percentage of complaints considered at: FRONTLINE RESOLUTION		58%	
The number of complaints closed at frontline resolution stage within 5 working days	10		
The percentage of complaints closed at frontline resolution stage within 5 working days	91%		
The number of complaints where an extension to the 5 working days was authorised	0		
The percentage of complaints where an extension to the 5 working days was authorised	0%		
The number of complaints closed at frontline resolution stage outwith 5 working days	1		
The percentage of complaints closed at frontline resolution stage outwith 5 working days	9%		
The number of complaints at frontline resolution stage			
Upheld	6		
Upheld & Escalated	0		
Partially Upheld	1		
Not Upheld	4		
Escalated	0		
<i>Ongoing</i>	0		
<i>Delay Requested</i>	0		
The number of complaints at frontline resolution stage as a percentage of all complaints closed at this stage			
Upheld & Resolved	55%		
Upheld & Escalated	0%		
Partially Upheld	9%		
Not Upheld	36%		
Escalated	0%		
The average time in working days to resolve complaints at frontline resolution stage	2.9		
		The number of complaints considered at: INVESTIGATION	8
		The percentage of complaints considered at: INVESTIGATION	42%
		The number of complaints resolved at Investigation stage within 20 days	8
		The percentage of complaints resolved at Investigation stage within 20 days	100%
		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 20 working days has been authorised	0%
		The number of complaints resolved at Investigation stage outwith 20 days	0
		The percentage of complaints resolved at Investigation stage outwith 20 days	0%
		The number of complaints at Investigation stage	
		Upheld	3
		Partially Upheld	3
		Not Upheld	0
		Invalid	2
		Withdrawn	0
		<i>Investigation Ongoing</i>	0
		<i>On Hold</i>	0
		The number of complaints at Investigation stage as a percentage of all complaints closed at this stage	
		Upheld	38%
		Partially Upheld	0%
		Not Upheld	25%
		Invalid	0%
		Withdrawn	0%
		The average time in working days to resolve complaints at the Investigation stage	11.0

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