

**COMPLAINTS RECEIVED
FROM 1 APRIL 2022 TO 30 JUNE 2022**

How many complaints have we had?

37 complaints were received between 1 April and 30 June 2022

How many were Stage 1 complaints?

23 of those complaints were dealt with at Stage 1 of the complaints process

How many were Stage 2 complaints?

14 of the complaints were escalated to Stage 2 of the complaints process because they required detailed investigation

Complaints referred to the Ombudsman

During the quarter, 1 complaint was referred to the Ombudsman.

Timescales to respond to complaints. The SPSO (Scottish Public Services Ombudsman) sets guidance for the time to respond as follows:

Stage 1 – We have 5 working days to provide a full response, we took an average of 5.1 days to provide a full response

Stage 2 – We have 20 working days to provide a full response, we took an average of 15.5 days to provide a full response

Outcome of the findings of the complaints in each category heading:	Upheld	Not upheld	Partially Upheld
Stage 1	10	8	5
Stage 2	5	4	5
Total	15	12	10