

**COMPLAINTS RECEIVED
FROM 1 JULY TO 30 SEPTEMBER 2022**

How many complaints have we had?

28 complaints were received between 01 July and 30 September 2022

How many were Stage 1 complaints?

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

How many were Stage 2 complaints?

10 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, 0 complaints were 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 days to provide a full response

Stage 2 – We have 20 working days to provide a full response, we took an average of 17.5 days to provide a full response

Outcome of the findings of the complaints in each category heading:	Upheld	Not upheld	Partially Upheld
Stage 1	5	10	3
Stage 2	3	3	4
Total	8	13	7