

**COMPLAINTS RECEIVED  
FROM 1 OCTOBER TO 31 DECEMBER 2022**

**How many complaints have we had?**

35 complaints were received between 01 October to 31 December 2022.

**How many were Stage 1 complaints?**

25 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 3.08 days to provide a full response

Stage 2 – We have 20 working days to provide a full response, we took an average of 12.6 days to provide a full response

<b>Outcome of the findings of the complaints in each category heading:</b>	<b>Upheld</b>	<b>Not upheld</b>	<b>Partially Upheld</b>
Stage 1	4	10	11
Stage 2	1	6	3
Total	5	16	14