

## Quarterly complaints figures

FQ 4 2022/23 - January - March

Department	Stage 1 complaints	Responded to within timescale	Upheld	Partially upheld	Not upheld	Resolved	Stage 2 complaints	Responded to within timescale	Upheld	Partially upheld	Not upheld	Resolved
<i>Chief Executives</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Community Development & Planning	0	0	0	0	0	0	0	0	0	0	0	0
Financial Services	8	7	4	0	4	0	5	5	1	0	4	0
<b>Total</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>
<b>% within timescale</b>	<b>88%</b>						<b>100%</b>					
<i>Development &amp; Infrastructure</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Development & Economic Growth	19	9	2	4	6	3	14	4	5	2	5	0
Roads and Infrastructure	55	44	15	16	21	3	14	10	7	3	2	0
Customer Support	1	1	0	0	0	1	0	0	0	0	0	0
<b>Total</b>	<b>75</b>	<b>54</b>	<b>17</b>	<b>20</b>	<b>27</b>	<b>7</b>	<b>28</b>	<b>14</b>	<b>12</b>	<b>5</b>	<b>7</b>	<b>0</b>
<b>% within timescale</b>	<b>72%</b>						<b>50%</b>					
<i>Customer Services</i>												
Directorate	1	1	0	0	1	0	0	0	0	0	0	0
Legal & Regulatory	1	0	0	0	1	0	0	0	0	0	0	0
Commercial Services	1	1	1	0	0	0	1	1	1	0	0	0
Education	5	4	0	3	2	0	9	9	0	6	3	0
<b>Total</b>	<b>8</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>10</b>	<b>10</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>0</b>
<b>% within timescale</b>	<b>75%</b>						<b>100%</b>					
<i>Health &amp; Social Care Partnership</i>												
Adult Care - Older Adults/Community Hos	2	1	0	1	0	1	3	0	0	3	0	0
Adult Care - MH, LD, Addictions & Lifelong	5	2	0	0	3	1	6	1	2	0	0	0
Children and Families & Criminal Justice	2	1	0	0	0	2	3	3	0	1	1	1
<b>Total</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>12</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>
<b>% within timescale</b>	<b>44%</b>						<b>33%</b>					
<i>Live Argyll</i>												
Live Argyll	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Overall totals</b>	<b>100</b>	<b>71</b>	<b>22</b>	<b>24</b>	<b>38</b>	<b>11</b>	<b>55</b>	<b>33</b>	<b>16</b>	<b>15</b>	<b>15</b>	<b>1</b>
<b>% within timescale</b>	<b>71%</b>						<b>60%</b>					