

## Quarterly complaints figures

FQ 3 2022/23 - October - December

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	9	8	3	0	5	1	1	1	1	0	0	0
<b>Total</b>	<b>9</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>% within timescale</b>	<b>89%</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	15	10	1	6	5	1	13	4	1	5	6	1
Roads and Infrastructure	49	41	18	10	18	3	13	7	4	1	8	0
Customer Support	4	4	0	2	1	1	0	0	0	0	0	0
<b>Total</b>	<b>68</b>	<b>55</b>	<b>19</b>	<b>18</b>	<b>24</b>	<b>5</b>	<b>26</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>14</b>	<b>1</b>
<b>% within timescale</b>	<b>81%</b>						<b>42%</b>					
<i>Customer Services</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Legal & Regulatory	2	2	1	0	0	1	3	3	1	1	1	0
Commercial Services	1	1	0	0	0	1	0	0	0	0	0	0
Education	8	6	4	2	1	1	5	2	1	1	3	0
<b>Total</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>0</b>
<b>% within timescale</b>	<b>82%</b>						<b>63%</b>					
<i>Health &amp; Social Care Partnership</i>												
Adult Care - Health and Community Care	3	2	1	0	0	2	4	2	1	2	0	0
Adult Care - Acute and Complex Care	0	0	0	0	0	0	1	1	0	0	1	0
Children and Families & Criminal Justice	2	1	0	1	1	0	4	1	0	1	3	0
<b>Total</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>0</b>
<b>% within timescale</b>	<b>60%</b>						<b>44%</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>93</b>	<b>75</b>	<b>28</b>	<b>21</b>	<b>31</b>	<b>11</b>	<b>44</b>	<b>21</b>	<b>9</b>	<b>11</b>	<b>22</b>	<b>1</b>
<b>% within timescale</b>	<b>81%</b>						<b>48%</b>					