

Quarterly complaints figures

FQ 1 2021/22 - April - June

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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	9	1	1	6	1	2	2	0	0	1	1
Total	9	9	1	1	6	1	2	2	0	0	1	1
% within timescale	100%						-					
<i>Development & Infrastructure</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Development & Economic Growth	11	10	3	2	5	1	14	6	1	4	7	0
Roads and Infrastructure	73	59	27	9	26	11	10	8	1	5	4	0
Customer Support	0	0	0	0	0	0	0	0	0	0	0	0
Total	84	69	30	11	31	12	24	14	2	9	11	0
% within timescale	82%						58%					
<i>Customer Services</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Legal & Regulatory	3	2	0	0	2	1	1	1	1	0	0	0
Commercial Services	4	4	2	0	1	1	0	0	0	0	0	0
Education	1	0	0	0	1	0	11	7	0	7	2	0
Total	8	6	2	0	4	2	12	8	1	7	2	0
% within timescale	75%						67%					
<i>Health & Social Care Partnership</i>												
Adult Care - Older Adults/Community Hospitals	0	0	0	0	0	0	6	4	0	4	1	0
Adult Care - MH, LD, Addictions & Lifelong Conditions	1	0	0	0	1	0	1	1	0	0	1	0
Children and Families & Criminal Justice	6	4	2	0	3	1	5	4	0	5	0	0
Total	7	4	2	0	4	1	12	9	0	9	2	0
% within timescale	67%						75%					
<i>Live Argyll</i>												
Live Argyll	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0
% within timescale	#DIV/0!						#DIV/0!					
Overall totals	108	88	35	12	45	16	50	33	3	25	16	1
% within timescale	81%						66%					