

Quarterly complaints figures

FQ 3 2020/21 - 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	12	12	6	1	3	2	1	1	0	0	1	0
Total	12	12	6	1	3	2	1	1	0	0	1	0
% within timescale	100%						100%					
<i>Development & Infrastructure</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Development & Economic Growth	8	7	2	2	3	0	5	4	2	2	1	0
Roads and Infrastructure	58	47	17	17	14	7	23	20	9	5	9	0
Customer Support	3	3	1	1	0	1	0	0	0	0	0	0
Total	69	57	20	20	17	8	28	24	11	7	10	0
% within timescale	83%						86%					
<i>Customer Services</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Legal & Regulatory	1	1	0	1	0	0	1	1	1	0	0	0
Commercial Services	0	0	0	0	0	0	0	0	0	0	0	0
Education	6	5	1	1	3	1	12	8	4	5	2	1
Total	7	6	1	2	3	1	13	9	5	5	2	1
% within timescale	86%						69%					
<i>Health & Social Care Partnership</i>												
Adult Care - Older Adults/Community Hospit	5	1	2	0	0	2	4	4	0	3	1	0
Adult Care - MH, LD, Addictions & Lifelong Cd	0	0	0	0	0	0	1	0	0	1	0	0
Children and Families & Criminal Justice	2	2	0	1	0	1	6	4	1	2	2	1
Total	7	3	2	1	0	3	11	8	1	6	3	1
% within timescale	43%						73%					
<i>Live Argyll</i>												
Live Argyll	1	1	0	1	0	0	0	0	0	0	0	0
Total	1	1	0	1	0	0	0	0	0	0	0	0
Overall totals	96	79	29	25	23	14	53	42	17	18	16	2
% within timescale	82%						79%					