

Quarterly complaints figures

FQ 4 2021/22 - 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	16	16	6	3	6	1	2	2	1	0	1	0
Total	16	16	6	3	6	1	2	2	1	0	1	0
% within timescale	100%						100%					
<i>Development & Infrastructure</i>												
Directorate	0	0	0	0	0	0	1	1	0	0	0	1
Development & Economic Growth	11	10	3	3	5	0	3	3	1	1	1	0
Roads and Infrastructure	111	98	39	32	24	16	17	9	2	6	9	0
Customer Support	1	1	0	0	0	1	1	1	0	1	0	0
Total	123	109	42	35	29	17	22	14	3	8	10	1
% within timescale	89%						64%					
<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	0	0	1	0
Commercial Services	0	0	0	0	0	0	0	0	0	0	0	0
Education	3	3	1	1	1	0	10	5	1	4	5	0
Total	4	4	1	2	1	0	11	6	1	4	6	0
% within timescale	100%						55%					
<i>Health & Social Care Partnership</i>												
Adult Care - Older Adults/Community Hos	5	3	2	0	1	2	6	3	1	3	2	0
Adult Care - MH, LD, Addictions & Lifelong	1	1	0	0	1	0	2	0	0	1	1	0
Children and Families & Criminal Justice	5	1	0	4	0	1	3	2	0	1	1	0
Total	11	5	2	4	2	3	11	5	1	5	4	0
% within timescale	45%						45%					
<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
Overall totals	154	134	51	44	38	21	46	27	6	17	21	1
% within timescale	87%						59%					