

Quarterly complaints figures

FQ1 2018/19 - April - June

| Department | Stage 1 complaints | Responded to within timescale | Upheld | Partially upheld | Not upheld | Stage 2 complaints | Responded to within timescale | Upheld | Partially upheld | Not upheld |
|---|--------------------|-------------------------------|-----------|------------------|------------|--------------------|-------------------------------|----------|------------------|------------|
| <i>Chief Executives</i> | | | | | | | | | | |
| Strategic Finance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <i>Development & Infrastructure</i> | | | | | | | | | | |
| Roads and Amenity | 82 | 47 | 21 | 37 | 24 | 5 | 4 | 1 | 1 | 3 |
| Planning & Regulatory | 5 | 3 | 4 | 0 | 1 | 7 | 0 | 1 | 0 | 6 |
| Economic Development | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Total | 88 | 51 | 25 | 37 | 26 | 12 | 4 | 2 | 1 | 9 |
| <i>Customer Services</i> | | | | | | | | | | |
| Customer & Support | 13 | 13 | 10 | 0 | 3 | 1 | 1 | 0 | 0 | 1 |
| Facility | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 |
| Governance and Law | 1 | 0 | 0 | 0 | 1 | 4 | 4 | 1 | 0 | 3 |
| Improvement & HR | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Special Projects | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Directorate | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 2 |
| Education | 3 | 2 | 1 | 1 | 1 | 6 | 4 | 0 | 1 | 5 |
| Total | 19 | 17 | 13 | 1 | 5 | 14 | 12 | 1 | 1 | 12 |
| <i>Community Services</i> | | | | | | | | | | |
| Live Argyll | 9 | 8 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Children and Families | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Adult Care | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 9 | 8 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Overall totals | 116 | 76 | 47 | 38 | 31 | 26 | 16 | 3 | 2 | 21 |