

Service delivery complaints – 1st of April 2024 to the 31st of March 2025

Complaints Information	Frontline Stage 1
Number of complaints received	19
Outcome of Complaint % of total	
% Resolved	0%
% Not Upheld	21%
% Partially upheld	21%
% Upheld	58%
Average days taken to respond	3.37
% Of complaints responded to within SPSO timescales	89.5%

Breakdown of complaints by service delivery area

Service Delivery Area	Frontline Stage 1
Cyclical Maintenance Contractor Code of Conduct	1
SD - Cyclical Maintenance Ground Maintenance	4
Planned Maintenance - Doors	1
Reactive Repairs	11
Common Repair	1
Planned Maintenance Fences	1

Investigation complaints – 1st of April 2024 to the 31st of March 2025

Complaints Information	Investigation - Stage 2
Number of complaints received	14
Outcome of Complaint % of total	
% Resolved	14%
% Not Upheld	43%
% Partially upheld	29%
% Upheld	14%
Average days taken to respond	14.13
% Of complaints responded to within SPSO timescales	92.86%

Breakdown of complaints by service delivery area

Service Delivery Area	Stage 2 - Investigations
Estate Management	3
Staff Communication	5
Reactive Repairs	3
Equality and Diversity	2
Planned Maintenance (code of conduct)	1