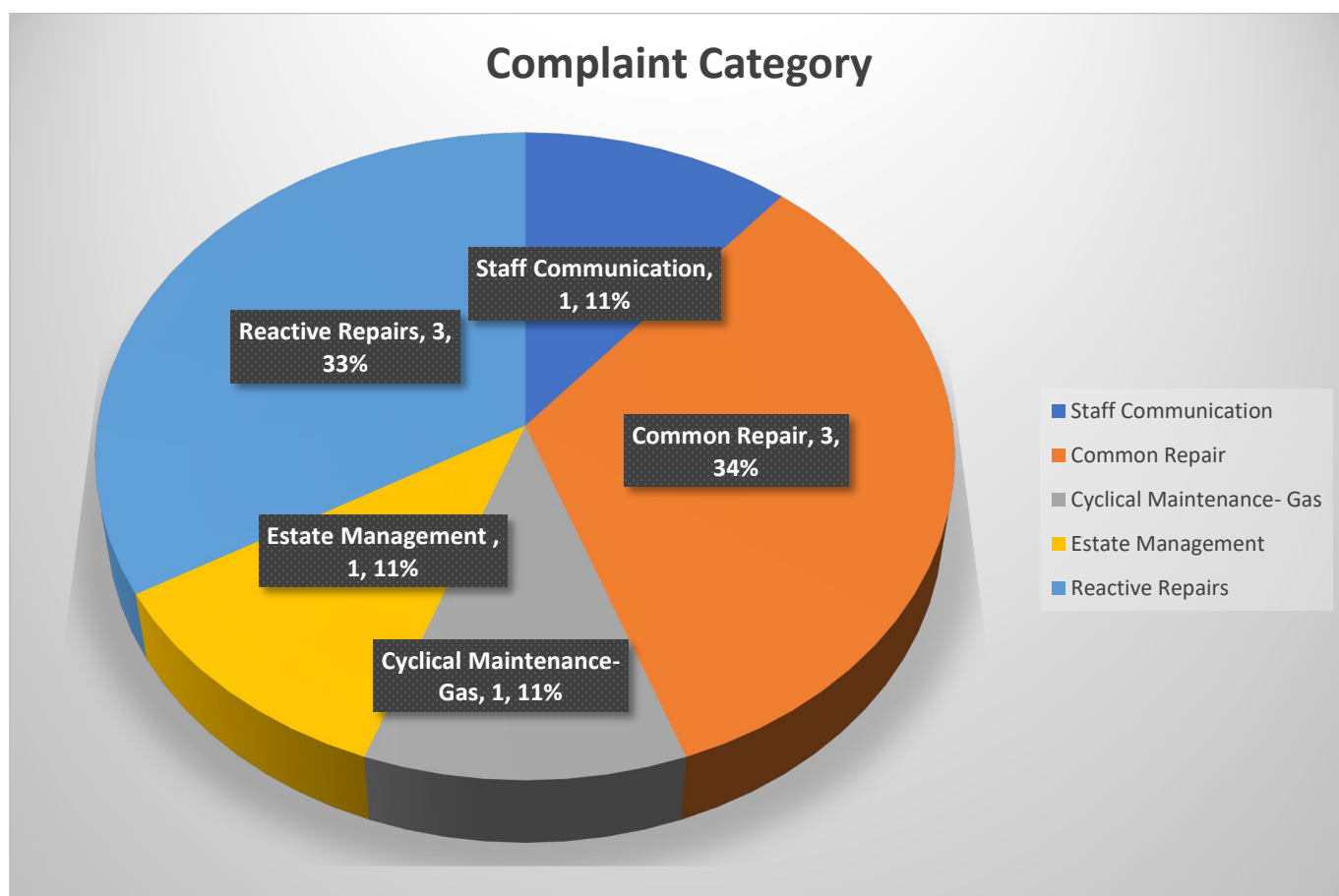


Service delivery complaints – 1st of July 2025 to the 30th of September 2025

Complaints Information	Frontline Stage 1
Number of complaints received	9
Outcome of Complaint % of total	
% Resolved	11.1%
% Not Upheld	33.3%
% Partially upheld	11.1%
% Upheld	44.4%
Average days taken to respond	3
% Of complaints responded to within SPSO timescales	100%

Breakdown of complaints by service delivery area



Investigation complaints – 1st of July 2025 to the 30th of September 2025

Complaints Information	Investigation - Stage 2
Number of complaints received	3
Outcome of Complaint % of total	
% Resolved	0%
% Not Upheld	66.7%
% Partially upheld	33.3%
% Upheld	0%
Average days taken to respond	15.7
% Of complaints responded to within SPSO timescales	100%

Breakdown of complaints by service delivery area

