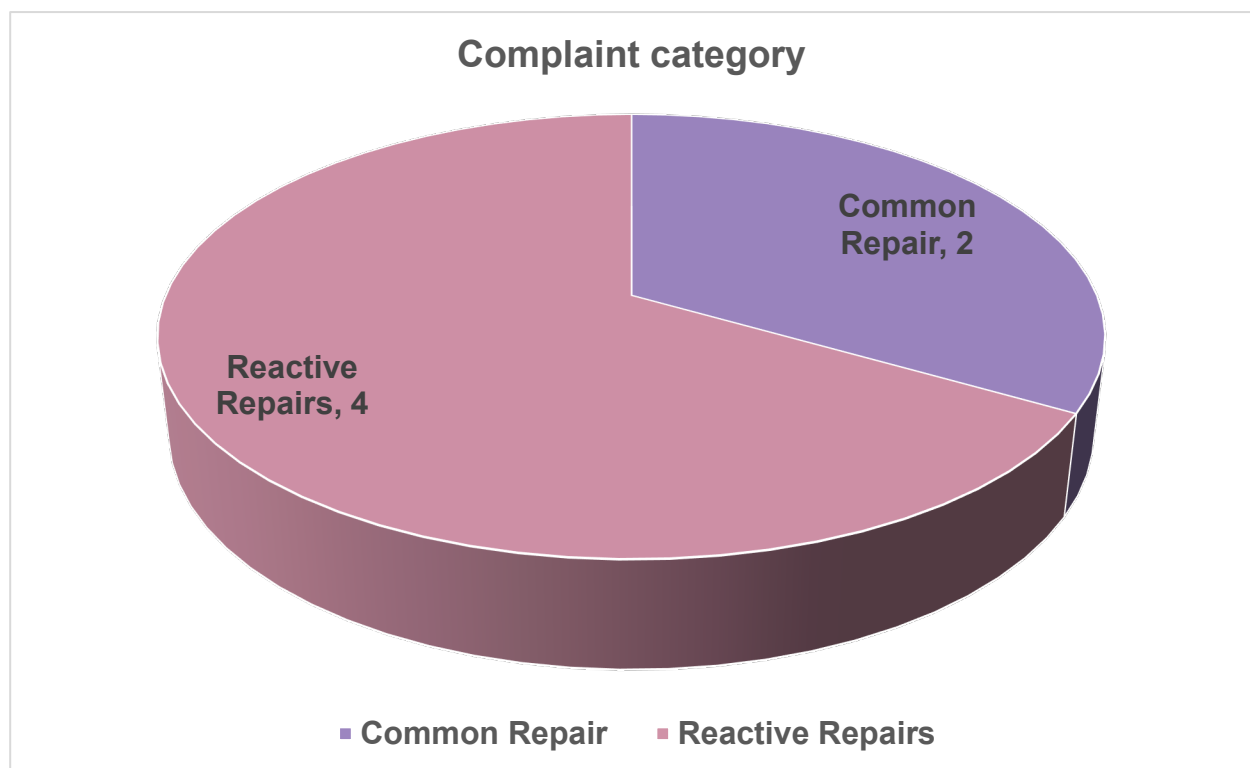


Service delivery complaints – 1st of October 2025 to the 31st of December 2025

Complaints Information	Frontline Stage 1
Number of complaints received	6
Outcome of Complaint % of total	
% Resolved	0%
% Not Upheld	0%
% Partially upheld	16.7%
% Upheld	83.3%
Average days taken to respond	1.5
% Of complaints responded to within SPSO timescales	100%

Breakdown of complaints by service delivery area



Investigation complaints – 1st of October 2025 to the 31st of December 2025

Complaints Information	Investigation - Stage 2
Number of complaints received	4
Outcome of Complaint % of total	
% Resolved	0%
% Not Upheld	50%
% Partially upheld	25%
% Upheld	25%
Average days taken to respond	16.25
% Of complaints responded to within SPSO timescales	100%

Breakdown of complaints by service delivery area

