

Quarter 2 Service delivery complaints - 1st of July 2024 – 30th of September 2024

| Complaints Information | Frontline Stage 1 |
|--|--------------------------|
| Number of complaints received | 3 |
| % Resolved | |
| % Resolved | 0 |
| % Not Upheld | 0 |
| % Partially upheld | 1 |
| % Upheld | 2 |
| Average days taken to respond | 9 |
| % Of complaints responded to within SPSO timescales | 66% |

Breakdown of complaints by service delivery area

| Service Delivery Area | Frontline Stage 1 |
|--|--------------------------|
| Reactive Repairs | 1 |
| Cyclical Maintenance Ground Maintenance | 1 |
| Cyclical Maintenance Ground Maintenance | 1 |

Quarter 2 Service delivery complaints - 1st of July 2024 – 30th of September 2024

| Complaints Information | Investigation - Stage 2 |
|--|--------------------------------|
| Number of complaints received | 4 |
| Outcome of Complaint % of total | |
| % Resolved | 0 |
| % Not Upheld | 2 |
| % Partially upheld | 1 |
| % Upheld | 1 |
| Average days taken to respond | 15.5 |
| % Of complaints responded to within SPSO timescales | 100% |

Breakdown of complaints by service delivery area

| Service Delivery Area | Investigation - Stage 2 |
|-------------------------------|--------------------------------|
| Estate Management | 1 |
| Equality and Diversity | 1 |
| Reactive Repairs | 1 |
| Staff Communication | 1 |