**Service delivery complaints – 1st of April 2025 to the 30th of June 2025**

|  |  |
| --- | --- |
| **Complaints Information** | **Frontline Stage 1** |
| **Number of complaints received** | **9** |
| **Outcome of Complaint % of total** | |
| **% Resolved** | **0%** |
| **% Not Upheld** | **33.3%** |
| **% Partially upheld** | **55.6%** |
| **%Upheld** | **11.1%** |
| **Average days taken to respond** | **2.66** |
| **% Of complaints responded to within SPSO timescales** | **100%** |

**Breakdown of complaints by service delivery area**

**Investigation complaints – 1st of April 2025 to the 30th of June 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** | **16** |
| **% Of complaints responded to within SPSO timescales** | **100%** |

**Breakdown of complaints by service delivery area**