

Annual complaints figures 2023/24

Department	Stage 1 complaints	Responded to within timescale	Upheld	Partially upheld	Not upheld	Resolved	Stage 2 complaints	Responded to within timescale	Upheld	Partially upheld	Not upheld	Resolved
<i>Chief Executives</i>												
Directorate	0	0	0	0	0	0	1	1	0	1	0	0
Community Development & Planning	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>% within timescale</b>	<b>-</b>						<b>100%</b>					
<i>Development &amp; Infrastructure</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Financial Services	38	37	16	3	15	4	9	9	1	2	6	0
Development & Economic Growth	63	38	14	12	19	15	19	8	1	5	13	0
Roads and Infrastructure	235	190	85	56	80	8	87	71	26	16	44	1
Customer Support	12	11	1	3	4	4	1	1	0	1	0	0
<b>Total</b>	<b>348</b>	<b>276</b>	<b>116</b>	<b>74</b>	<b>118</b>	<b>31</b>	<b>116</b>	<b>89</b>	<b>28</b>	<b>24</b>	<b>63</b>	<b>1</b>
<b>% within timescale</b>	<b>79%</b>						<b>77%</b>					
<i>Customer Services</i>												
Directorate	1	1	0	0	0	1	1	1	0	0	1	0
Legal & Regulatory	8	7	1	1	5	1	7	7	1	1	5	0
Commercial Services	73	71	5	30	38	0	1	1	0	0	1	0
Education	38	31	7	16	14	1	54	45	10	26	18	0
<b>Total</b>	<b>120</b>	<b>110</b>	<b>13</b>	<b>47</b>	<b>57</b>	<b>3</b>	<b>63</b>	<b>54</b>	<b>11</b>	<b>27</b>	<b>25</b>	<b>0</b>
<b>% within timescale</b>	<b>92%</b>						<b>86%</b>					
<i>Health &amp; Social Care Partnership</i>												
Adult Care - Older Adults/Community Hospitals	19	15	2	0	5	11	17	5	1	8	4	0
Adult Care - MH, LD, Addictions & Lifelong Conditions	15	12	3	1	5	5	16	2	4	5	6	1
Children and Families & Criminal Justice	29	21	1	8	12	7	24	9	1	16	7	0
<b>Total</b>	<b>63</b>	<b>48</b>	<b>6</b>	<b>9</b>	<b>22</b>	<b>23</b>	<b>57</b>	<b>16</b>	<b>6</b>	<b>29</b>	<b>17</b>	<b>1</b>
<b>% within timescale</b>	<b>76%</b>						<b>28%</b>					
<i>Live Argyll</i>												
Live Argyll	13	8	13	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>13</b>	<b>8</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>% within timescale</b>	<b>62%</b>						<b>-</b>					
<b>Overall totals</b>	<b>544</b>	<b>442</b>	<b>148</b>	<b>130</b>	<b>197</b>	<b>57</b>	<b>237</b>	<b>160</b>	<b>45</b>	<b>81</b>	<b>105</b>	<b>2</b>
<b>% within timescale</b>	<b>81%</b>						<b>68%</b>					