

Quarterly complaints figures

FQ 1 2024/25 - April - June

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	0	1	0
Community Development & Planning	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	1	1	0	0	1	0
% within timescale	-						-					
<i>Development & Infrastructure</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Development & Economic Growth	13	7	4	0	5	4	8	5	1	1	6	0
Roads and Infrastructure	94	81	43	18	31	0	33	31	4	3	25	1
Customer Support	0	0	0	0	0	0	0	0	0	0	0	0
Financial Services	12	12	5	2	5	0	1	1	1	0	0	0
Total	119	100	52	20	41	4	42	37	6	4	31	1
% within timescale	84%						88%					
<i>Customer Services</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Legal & Regulatory	4	4	2	0	1	1	0	0	0	0	0	0
Commercial Services	1	1	0	1	0	0	0	0	0	0	0	0
Education	13	11	2	5	6	0	15	12	0	5	7	0
Total	18	16	4	6	7	1	15	12	0	5	7	0
% within timescale	89%						80%					
<i>Health & Social Care Partnership</i>												
Adult Care - Older Adults/Community Hospitals	8	7	1	2	4	1	3	1	0	1	1	0
Adult Care - MH, LD, Addictions & Lifelong Conditions	4	3	0	0	3	1	2	1	0	0	0	0
Children and Families & Criminal Justice	8	7	0	1	6	1	3	1	0	2	0	0
Total	20	17	1	3	13	3	8	3	0	3	1	0
% within timescale	85%						38%					
<i>Live Argyll</i>												
Live Argyll	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0
% within timescale	-						-					
Overall totals	157	133	57	29	61	8	66	53	6	12	40	1
% within timescale	85%						80%					