

## Complaints Performance 18/19

### SPSO - Performance Framework

#### Indicator 1

**Total number of complaints per 1000 population \***

<b>Stage 1</b>	0.026%
<b>Stage 2</b>	0.002%

\*population estimated at 5,254,800

#### Indicator 2

**Complaints closed at stage 1 and stage 2 as a percentage of all complaints closed.**

the number of complaints closed at stage one a % of all complaints	91.8%
the number of complaints closed at stage two as % of all complaints	8.2%

#### Indicator 3

**The number of complaints upheld/partially upheld/not upheld at each stage as a percentage of complaints closed in full at each stage.**

Stage 1			
Not upheld	Partially Upheld	Upheld	Withdrawn
31%	11%	54%	4%

Stage 2			
Not upheld	Partially Upheld	Upheld	Withdrawn
75%	0%	25%	0%

Combined			
Not upheld	Partially Upheld	Upheld	Withdrawn
34%	10%	52%	4%

#### Indicator 4

The average time in working days for a full response to complaints at each stage

<b>Stage 1</b>	4.54 days	Target 5 Working days
<b>Stage 2</b>	19.25 days	Target 20 Working days

#### Indicator 5

The number and percentage of complaints which were closed in full within the set timescales of 5 and 20 days

	<b>Timescale</b>	<b>Within</b>	<b>Total</b>	<b>%</b>
<b>Stage 1</b>	5 Days	110	136	80%
<b>Stage 2</b>	20 Days	8	12	67%

#### Stage 1 Complaints

	<b>Not Upheld</b>	<b>Partially Upheld</b>	<b>Upheld</b>	<b>Withdrawn</b>	
<b>Limitations of Service</b>	6	1	1	1	<b>9</b>
<b>Quality of Service</b>	13	9	11	5	<b>38</b>
<b>Service Charges</b>	6	2	2		<b>10</b>
<b>Service Delivery</b>	14	2	8		<b>24</b>
<b>Speed of Service</b>	3	1	51		<b>55</b>
	<b>42</b>	<b>15</b>	<b>73</b>		<b>136</b>

#### Stage 2 Complaints

	<b>Not Upheld</b>	<b>Partially Upheld</b>	<b>Upheld</b>	<b>Withdrawn</b>	
<b>Limitations of Service</b>	2				<b>2</b>
<b>Quality of Service</b>	4		1		<b>5</b>
<b>Service Charges</b>	1				<b>1</b>
<b>Service Delivery</b>	2				<b>2</b>
<b>Speed of Service</b>			2		<b>2</b>
	<b>9</b>		<b>3</b>		<b>12</b>