Complaints from April – June 2023

Stage 1 Complaints

3 Complaints received responded to in full and within timescale

partially upheld

not upheld

Number of average days to resolve complaint

3

Complaints relating to service failure

Scottish Public Service Ombudsman

Timescales

Stage 1 – 5 working days

Stage 2 – 20 working days

Stage 2 Complaints

complaints received

responded to in full and within timescale

partially/fully upheld

0

not upheld

0

Number of average days to resolve complaint