Complaints from July – September 2023

Stage 1 Complaints

0 Complaints received responded to in full and within SPSO timescale

partially upheld

o not upheld

Number of average days to resolve complaint

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 SPSO timescale

partially/fully upheld

onot upheld

Number of average days to resolve complaint