

**Quarter 3 Service delivery complaints - 1<sup>st</sup> of October 2024 to 31<sup>st</sup> of December 2024**

<b>Complaints Information</b>	<b>Frontline Stage 1</b>
<b>Number of complaints received</b>	<b>8</b>
<b>Outcome of Complaint % of total</b>	
<b>% Resolved</b>	<b>0%</b>
<b>% Not Upheld</b>	<b>0%</b>
<b>% Partially upheld</b>	<b>25%</b>
<b>% Upheld</b>	<b>75%</b>
<b>Average days taken to respond</b>	<b>1</b>
<b>% Of complaints responded to within SPSO timescales</b>	<b>100%</b>

**Breakdown of complaints by service delivery area**

<b>Service Delivery Area</b>	<b>Frontline Stage 1</b>
<b>Failure to Follow Proper Process</b>	<b>1</b>
<b>Failure to provide a service</b>	<b>6</b>
<b>Poor standard of service</b>	<b>1</b>

**Quarter 3 Service delivery complaints - 1st of October 2024 to 31st of December 2024**

Complaints Information	Investigation - Stage 2
<b>Number of complaints received</b>	<b>0</b>
<b>Outcome of Complaint % of total</b>	
% Resolved	
% Not Upheld	
% Partially upheld	
% Upheld	
Resolved	
Average days taken to respond	
% Of complaints responded to within SPSO timescales	