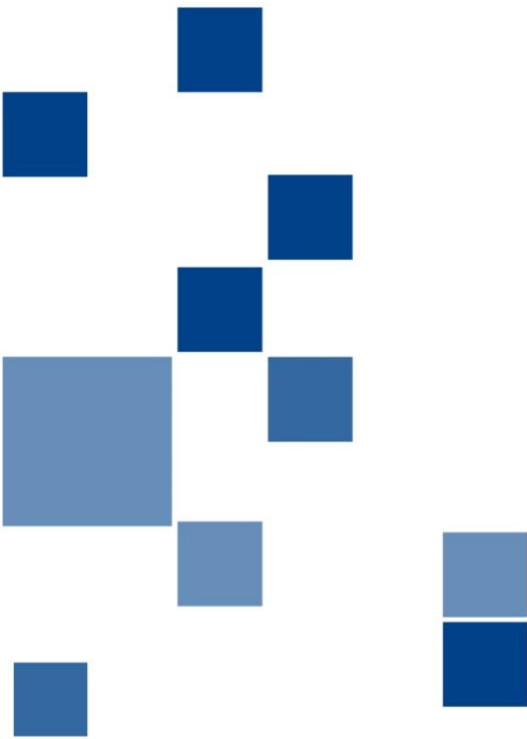


Complaints performance 2018/19

May 2019



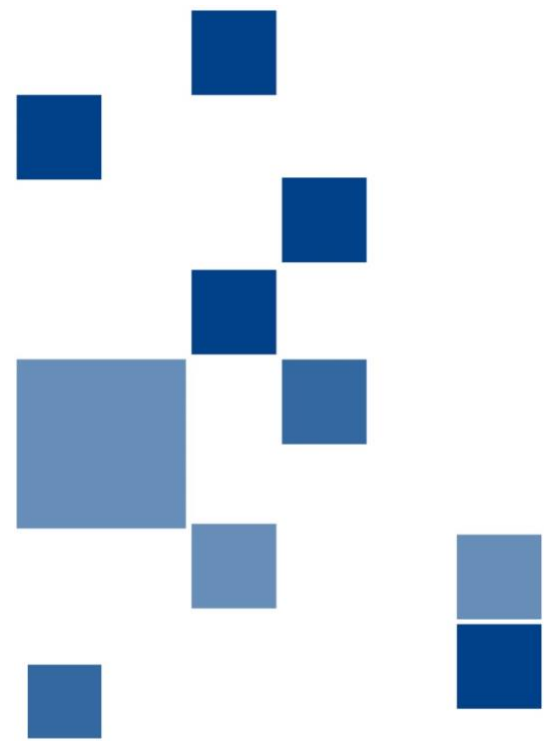
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No.	Indicator	Performance 2018/19	Performance 2017/18	Target for 2018/19	Comments
1.	Complaints received per 1,000 of population	0.04	0.06	Information only	Based on the most recent midyear Scottish population estimate. As at May 2019 this is 5,438,100.
2.	Complaints received per 1,000 registrants	1.8	3.0	Information only	On 1 April 2019 there were 127,863 individual registrants on the Register.
3.	Percentage of complaints closed at stage one	95%	91%	93%	We closed 222 of 233 complaints at stage one.
4.	Percentage of complaints closed at stage two	5%	9%	5%	We closed 11 complaints at stage two. This includes 19 complaints which were escalated from stage one to stage two.
5.	Average working days to respond at stage one	2 working days	3 working days	≤5 working days	Our agreed timescale is five working days.
6.	Average working days to respond at stage two	16 working days	14 working days	≤20 working days	Our agreed timescale is 20 working days.
7.	Stage one complaints closed within five working days	95%	93%	95%	We closed 212 stage one complaints within five working days.
8.	Stage two complaints closed within twenty working days	91%	96%	97%	We closed 10 stage two complaints within 20 working days.
9.	Stage one complaints with an extension	4%	1%	Information only	We extended the deadline in eight complaints.
10.	Stage two complaints with an extension	0%	4%	Information only	We did not extend the deadline in any stage two complaints.
11.	Proportion of complaints where complainant was satisfied	67%	50%	TBC	We recorded that the complainant was satisfied in 155 complaints.

For further information on our quality management and improvement work, please contact the Performance and Improvement Department by emailing performanceandimprovement@sssc.uk.com.



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