

Complaints received by the Crofting Commission for the period 1 April – 30 June 2015					
Total number of complaints =		7			
	Totals	Percentage %		Totals	Percentage %
Complaints deal with at Frontline Resolution	6	86%	Complaints Investigated	1	14%
Resolved within 5 days	6	100%	Resolved within 20 days	1	100%
Extension to 5 days	0		Extension to 20 days	0	
Outcome of Complaint			Outcome of Complaint		
<i>Upheld & Resolved</i>	0		<i>Upheld & Resolved</i>	1	100%
<i>Partially Upheld</i>	0		<i>Partially Upheld</i>	0	
<i>Not Upheld</i>	6	100%	<i>Not upheld</i>	0	
<i>Upheld & escalated</i>	0				
<i>Withdrawn</i>	0				
Average days to resolve complaint	2		Average days to resolve complaint	19	

Lessons Learnt : Guidance and training should be provided to Commission staff on the preparation and content of case papers. Guidance and training to SGRPID staff on the content Of SGRPID reports. Guidance and training to be developed for Assessors; new Regulatory protocol to be developed for information solicited by the Commission, as part of the decision-making process.

