Complaints received by the Crofting Commission for the period 1 July – 30 September 2015					
Total number of complaints =		**7**			
	Totals	**Percentage %**		**Totals**	**Percentage %**
Complaints deal with at Frontline Resolution	4	57%	**Complaints Investigated**	3	43%
Resolved within 5 days	4	100%	Resolved within 20 days	1	33%
Extension to 5 days	0		Extension to 20 days	2	67%
Outcome of Complaint			**Outcome of Complaint**		
Upheld & Resolved	1	25%	*Upheld & Resolved*	0	
Partially Upheld	0		*Partially Upheld*	0	
Not Upheld	3	75%	*Not upheld*	2	67%
Upheld & escalated	0				
Withdrawn	0				
Average days to resolve complaint	**1.3**		**Average days to resolve complaint**	**25.5**	

One Investigation complaint remains ongoing. Of the two investigations completed the table below shows the number of points investigated in each case and the outcomes.

	Number of points investigated	1	2	3	4	5	6	7	8	**Overall Outcome**
Case 1	8	Not upheld	Not Upheld	Not Upheld	Partially Upheld	Not Upheld	Not Upheld	Not Upheld	Not Upheld	Not Upheld
Case 2	2	Partially upheld	Not Upheld							Not Upheld