

**Complaints received by the Crofting Commission for the period 1 Oct – 31 Dec 2015**

<b>Total number of complaints =</b>		<b>20</b>			
	<b>Totals</b>	<b>Percentage %</b>		<b>Totals</b>	<b>Percentage %</b>
<b>Complaints deal with at Frontline Resolution</b>	4	20%	<b>Complaints Investigated</b>	16	80%
Resolved within 5 days	4	100%	Resolved within 20 days	10	63%
Extension to 5 days	0		Extension to 20 days	6	38%
<b>Outcome of Complaint</b>			<b>Outcome of Complaint</b>		
<i>Upheld &amp; Resolved</i>	1	25%	<i>Upheld &amp; Resolved</i>	6	38%
<i>Partially Upheld</i>	2		<i>Partially Upheld</i>	2	13%
<i>Not Upheld</i>	1	75%	<i>Not upheld</i>	8	50%
<b>Average days to resolve complaint</b>	<b>3</b>		<b>Average days to resolve complaint</b>	<b>24</b>	



Case 11	1	not upheld										not upheld
Case 12	1	not upheld										not upheld
Case 13	2	upheld	upheld									Upheld
Case 14	10	upheld	upheld	not upheld	Partially upheld	upheld	upheld	upheld	not upheld	upheld	not upheld	Upheld
Case 15	10	upheld	upheld	not upheld	Partially upheld	upheld	upheld	upheld	not upheld	upheld	not upheld	Upheld
Case 16	10	upheld	upheld	not upheld	Partially upheld	upheld	upheld	upheld	not upheld	upheld	not upheld	Upheld