

Complaints Handling – 2013/14

The total number of complaints received per 1000 of the population.

Description	2013/14
Number complaints received per 1,000 of the population	2.9%
Total number complaints received	234

Complaints closed at stage one and stage two as a percentage of all complaints closed.

Description	2013/14
Number complaints closed at stage one as % of all complaints	32%
Number complaints closed at stage two as % of all complaints	68%
Number complaints closed at stage two after escalation as % of all complaints	-

The average time in working days for a full response to complaints at each stage (Note national targets: S1 = 5 working days; S2 (direct) = 20 working days; Escalated = 20 working days).

Description	2013/14
Average time in working days to respond to complaints at stage one	2.5
Average time in working days to respond to complaints at stage two	17.5
Average time in working days to respond to complaints after escalation	-

Complaints received by Inverclyde Council	Complaints received by SPSO (all councils)	Complaints received by SPSO (Inverclyde Council)	Inverclyde as a % of all council complaints	Complaint not upheld	Complaint partially or fully upheld	No decision reached	Matter out of SPSO jurisdiction	Premature	Discontinued	Determined after detailed consideration	Outcome not achievable	Not duly made or withdrawn
371	1,750	22	1.3%	1	2	-	3	12	-	-	2	1