

Service Standards Compliments and Complaints

Meeting date: QSMTM Q2 2025/26 13 November 2025

Report by: Liz Brown, Business Support Manager on behalf of Lynn Balfour, Head of Business Support

Purpose of report

1. The purpose of this report is to provide assurance on the quality of our service provision, including:
 - number of compliments received
 - number of complaints received and their outcomes

Recommendation and actions

2. I recommend that the SMT:
 - note this report
 - agree that this report is published in full.

Report

Compliments Q1 & Q2 2025-26

3. Each financial year we record the compliments that we have received about our services.

	2024-25 (Q1&Q2)	2025-26 (Q1&Q2)	Increase/Decrease
Total received	59	72	22%

4. There are no service standards or targets relating to compliments
5. The majority of compliments came from applicants (46), enquirers (15) and public authorities (9).
6. We were thanked for a number of aspects of our work, mainly:
 - Helpful and hardworking professional assistance with appeals at validation and investigation stage and from applicants and public authorities
 - Prompt, clear responses to enquiries

Complaints 2025-26

7. We value all complaints, treat them seriously and take the appropriate action in accordance with the Complaints Handling Procedures (CHP).
8. For 2025-26, the relevant statistics for complaints received and responded to under the CHP are set out in the tables below:

Stage 1 Frontline Response Received

	2024-25 Total	2025-26 Q1	2025-26 Q2	2025-26 Q3	2025-26 Q4	2025-26 Total

Total received	7	4	3			7
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Stage 2 Escalation ¹ Received

	2024-25 Total	2025-26 Q1	2025-26 Q2	2025-26 Q3	2025-26 Q4	2025-26 Total
Total received	4	2	2			4

Stage 2 Investigation Received

	2024-25 Total	2025-26 Q1	2025-26 Q2	2025-26 Q3	2025-26 Q4	2025-26 Total
Total received	3	1	0			1

Stage 1 Frontline Response Closed

	Total	Target	Met
No of cases closed	7		
No of cases closed ≤ 5 days	3		
% closed in ≤ 5 days	43%	100%	N

Stage 2 Escalation Closed

	Total	Target	Met
No of cases closed	4		
No of cases closed ≤ 20 days	4		
% closed in ≤ 20 days	100%	100%	Y

Stage 2 Investigation Closed

	Total	Target	Met
No of cases closed	1		
No of cases closed ≤ 20 days	1		
% closed in ≤ 20 days	100%	100%	Y

9. No complaints were open as at 30 September 2025.

¹ Escalated complaints are those that have been considered at Stage 1 and then have either moved to Stage 2 at the complainant's request (because the complainant was unhappy with the response at Stage 1) or because they have exceeded the maximum of 5 working days at Stage 1 and, therefore, have automatically been moved to Stage 2

Stage 1 Frontline Response Outcome

	Total	%	Target	Met
Upheld	1	14%	less than 15%	Yes
Partially upheld	1	14%	less than 15%	Yes
Not upheld	1	14%	60%	No
Resolved	4	57%	10%	Yes

Stage 2 Escalation & Investigation Outcome

	Total	%	Target	Met
Upheld	2	40%	less than 15%	No
Partially upheld	1	20%	less than 15%	No
Not upheld	2	40%	65%	No
Resolved	0	0%	5%	No

10. Even though the number of complaints is small, we are committed to improving our service as a result of learning from these complaints and addressing any systematic issues that may be identified.
11. There is still some dissatisfaction in relation to the time taken to allocate and handle cases within our backlog, but we are doing all we can to mitigate the risk/concerns in relation to that
 - establishment of Project Blue, communication to all individuals impacted, seeking resolution opportunities and publishing live performance data.

Resources

12. None identified.

Related papers

13. None.