

## 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/ <b>Decrease</b>
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
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Total received	7	4	3			7
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### Stage 2 Escalation <sup>1</sup> 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.

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<sup>1 1</sup> 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 a 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.