

Question	The total number of unique correspondence cases logged between 1st April 2020 and 31st March 2021 and the percentage of these which were answered on time (only where there is a mandated response time and so this stat will already be tracked and available) for the following areas:	Which software application is being used to track these requests i.e. Excel, SharePoint, Access or a specific case management tool - in which case, please state which one.
1. Data protection requests (including subject access requests and other data subject requests made possible under GDPR)	20 received; 90% were answered on time.	Altair and Excel are both used to process and track Personal Data Requests.
2. Freedom of Information and Environmental Information Regulations	29 received; 1 subsequently withdrawn; 96% were answered on time	MiCase – specific case management tool Excel
3. Complaints	209 received; 91% were completed within the complaints Key Performance Indicator	Oracle, Apex, Cloud Database.
4. Ministerial Correspondence (questions from MPs made on behalf of their constituents)	24 received; 92% were answered on time	MiCase – Scottish Government Corporate System Altair – SPPA administration system Excel spreadsheet
5. Parliamentary Questions (questions raised in parliament requiring information from you)	3 received; 100% answered on time	The Scottish Government Parliamentary Question tracker is used to process and track cases
6. Any other official correspondence type, such as enquiries, feedback or compliments which are logged and tracked.	Two responses were completed on behalf of the CEO in regards to members complaining directly to them. 47 compliments were recorded.	Excel