

2018 Complaints			
Complaint Type		Complaint Outcome	
Disagreement with a decision	3	Not upheld	35
Dissatisfaction with Scottish Government Policy	12	Upheld	14
Failure to provide a service	8		
Inadequate standard of service	24		
Failure to follow the appropriate process	2		

2019 Complaints			
Complaint Type		Complaint Outcome	
Disagreement with a decision	6	Not upheld	30
Dissatisfaction with Scottish Government Policy	10	Partially upheld	9
Failure to provide a service	13	Upheld	118
Inadequate standard of service	123	Withdrawn	7
Failure to follow the appropriate process	6		
Treatment by or attitude of a member of staff	6		

2020 Complaints			
Complaint Type		Complaint Outcome	
Disagreement with a decision	8	Not upheld	34
Dissatisfaction with Scottish Government Policy	3	Partially upheld	28
Failure to provide a service	44	Upheld	162
Inadequate standard of service	168	Withdrawn	8
Failure to follow the appropriate process	1		
Treatment by or attitude of a member of staff	8		

2021 Complaints			
Complaint Type		Complaint Outcome	
Policy & Procedures	8	Not upheld	23
Accessing Services	15	Partially upheld	17
Disagreement with a decision	9	Upheld	130
Dissatisfaction with Scottish Government Policy	1	Resolved	112
Failure to provide a service	5	Withdrawn	6
Inadequate standard of service	13		
Information provided (non telephony)	18		
Quality of service	142		
Timescales	65		
Treatment by member of staff	11		
Treatment by or attitude of a member of staff	1		

Classifications changed during this year following work with Scottish Public Service Ombudsman.

2022 Complaints			
Complaint Type		Complaint Outcome	
Accessing services	60	Not upheld	113
Quality of service	432	Partially upheld	93
Timescales	486	Upheld	432
Treatment by member of staff.	40	Resolved	514
Information provided (non telephony)	58	Withdrawn	32
Policy & procedures	81		
Disagreement with a decision	29		