

## Complaints handling performance Oct - Dec 2016 (Q3)

<b>Total no. of complaints received</b>	5
Complaints considered at frontline resolution	
Complaints closed at frontline resolution within 5 days	
Complaints closed at frontline resolution outwith 5 days	
Outcome of complaints: <ul style="list-style-type: none"> <li>• Upheld</li> <li>• Partially upheld</li> <li>• Not upheld</li> </ul>	
Average time (working days) taken to resolve complaints at frontline resolution	
No. of complaints considered at investigation stage	5
No. of complaints at investigation stage considered within 20 days	5
No. of complaints at investigation stage where an extension to 20 days was granted	
Outcome of complaints: <ul style="list-style-type: none"> <li>• Upheld</li> <li>• Partially upheld</li> <li>• Not upheld</li> <li>• Outstanding</li> </ul>	2 3
Average time (working days) taken to resolve complaints at investigation stage	11 days

### Statement of changes or improvements implemented as a result of complaints received

A complaint we received highlighted a technical issue relating to how hyphenated names appeared on the Scottish Charity Register. As a result, we made technical adjustments to the online Register and updated our procedures for staff, to ensure that hyphenated names appear correctly.