

Stage 1 Complaints (Frontline Response)								
KPI	Target	Q1 & 2 2020-21	Annual 2020/21	Q1 & 2 2021-22 total	Cumulative 2021/22	Target met	SHR Scottish Average 2020-21	SHN Bench. Average 2020/21
Total number of Stage 1 complaints	NA	22	63	27	27	NA		
% Responded to in full (ARC)*	95%			92.6%	92.6%		96.9%	
% resolved (new indicator)	> or = to national ARC average			92.6%	92.6%	NA	Not Available	Not available
% Upheld	< or = to national ARC average			96%	96%		Not ARC	Not ARC
Average time working days for full response (ARC)	5 days			6.5	6.5		5.0	TBC
Number of complaints per 100 properties (SHN)	< or = to SHN average							TBC

Stage 2 Complaints

KPI	Target 2020-21	Q1 & 2 202 0-21 total	Annua l 2020/2 1	Q1 & Q2 202 1- 2022 total	Cumulati ve 2020/21	Targ et met	SHR Scottish Average 2020-21	SHN bench. average 2020/21
Total number of Stage 2 complaints	NA	0	0	5	5	N A		
% Responded to in full (ARC)	95%			100%	100%		92.6%	TBC
% Resolv ed (new)	>or = to nation al ARC avera ge			100%	100%	N A	Not availab le	Not availab le
% Upheld	< or = to nation al ARC av			100%	100%		Not ARC	Not ARC
Average time working days 10.6								