

Compliance Reporting Complaints Handling 2019-20, Quarter 1 (April-June 2019)

RAG status definitions

RED – One or more issues outside agreed parameters which cannot be resolved at operational level and require Leadership Group input

AMBER – One or more issues outside agreed parameters which can be resolved at operational level

GREEN – Operating within agreed parameters

Complaints received

Total number of complaints received: **17**

Stage 1: **13**

Stage 2: **4** (3 direct + 1 escalated)

All complaints were responded to on time.

Outcomes

Fully upheld: **6** (6 at stage 1; 0 at stage 2)

Partially upheld: **3** (2 at stage 1; 1 at stage 2)

Not upheld: **7** (5 at stage 1; 2 at stage 2)

Not pursued: **1** (0 at stage 1; 1 at stage 2)

Pending: **0**

Overall RAG status: Green

Summary / Commentary / Actions taken

- 17 complaints received in Quarter 1. This is comparable to the 19 complaints received in Quarter 4 of 2018-19.
- The escalated complaint related to the Presiding Officer's regional visits programme. It was not upheld at either stage 1 or on review.
- 1 investigation complaint relating to an alleged incident of staff conduct was not pursued due to lack of evidence.
- 2 complaints related to accessibility. Although a complaint about the sling in the Changing Places toilet was not upheld on the grounds that the fittings meet required standards and installation work was conducted in consultation with PAMIS, current provision will be reviewed. A complaint about the lack of handrails in the Chamber gallery was upheld and the matter has been raised with the Equalities Team for consideration.
- 4 complaints (all upheld) related to access arrangements at the time of heightened security, particularly delays. Recommendations to mitigate delays have been made as a result.