

Compliance Reporting

Complaints Handling 2019-20, Quarter 3 (October-December 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: **18**

Stage 1: **17**

Stage 2: **1**

All complaints were responded to on time.

Outcomes

Fully upheld: **4** (4 at stage 1; 0 at stage 2)

Partially upheld: **3** (3 at stage 1; 0 at stage 2)

Not upheld: **6** (5 at stage 1; 1 at stage 2)

Not pursued: **4** (4 at stage 1; 0 at stage 2)

Pending: **1** (1 at stage 1; 0 at stage 2)

Overall RAG status: Green

Summary / Commentary / Actions taken

- 17 complaints received in Quarter 3. Total complaints in 2019-20: 54
- Two complaints related to lighting levels round the ponds. The complaint in November was treated as frontline as it was not related to a specific incident. The complaint in December, made after the complainant fell into a pond, was processed as an investigation complaint. The lack of lighting in December was found to be due to the local authority's failure to light an area for which it had responsibility.
A decision to bring forward a planned review of lighting standards in the landscaped area had been agreed prior to these complaints and will be carried out this year. The outcome of the complaint in November is currently classified as 'pending' and will be reassessed when the review is complete.
- One complaint highlighted the need for procedures to be put in place when the rear gate is closed and visitors wish to deliver mail personally to the Parliament. New measures to avoid a recurrence of the issue raised are being incorporated into the service yard upgrade.
- One complaint related to inadequate external signage, which is a recurrent theme in feedback. Discussions are currently ongoing with the City of Edinburgh Council

for better signage and to establish permissions needed to put signage on the lampposts in the area.

- The complaints that were 'not pursued' came from issues raised through electronic visitor feedback forms, where the information to assess their validity was inadequate and there was no route to seek more detail.