

## Larkfield Complaint Report 19/20

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q1 2018/2019	Annual 2018/2019	Q1 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average	SHN average
Total number of Stage 1 complaints	NA	10	50	21	21	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		86%	86%
% Upheld	< or = to national average	10%	44%	86%	86%		54%	54%
Average time working days for full response (ARC)	4 days (new target)	NA	NA	2.76	2.76			5.23