

Category	Sub category	2018 – 2019	2020 – 2021	2021 - 2022
Time to resolve complaint (days)	Stage 1	10.2	16.6	9.7
	Stage 2	30.0	41.5	18.4
	Escalated	0	0	22.1
Complaints closed by Service (number)	Place	4458	2147	4476
	Resources	1126	922	1049
	Children and Families	519	349	491
	EHSCP	59	105	120
	Chief Executive	12	7	8
Stage 1 complaints	Upheld	4902	1432	2146
	Not upheld	1836	1019	1045
	Partially upheld	813	553	601
	Resolved	0 (category not used)	0 (category not used)	1469
Stage 2 complaints	Upheld	646	138	139
	Not upheld	234	253	246
	Partially upheld	154	135	122
	Resolved	0 (category not used)	0 (category not used)	284
Escalated complaints	Upheld	0	0	49
	Not upheld	0	0	39
	Partially upheld	0	0	6
	Resolved	0 (category not used)	0 (category not used)	0

**Notes:**

- No complaints statistics are available for 2019 – 2020 due to employees dealing with COVID related issues.
- Ward of residence of complainant; SIMD Data Zone and/or SIMD score (1-10) of complainant's listed address information is not available due to the complaints statistics being provided without these to preserve anonymity and confidentiality
- Complaints statistics are prepared between April and March of each year under Scottish Public Services Ombudsman recommendations.