## **Complaints Summary Dashboard Date Frequency** Portfolio **Sector Description Divisions** Service ΑII Aberdeen City HSCP Quarter Aberdeen City HSCP All Data for Most Recent Quarter: 01/04/2024 to 30/06/2024 Number of Complaints Open as of Number of Complaints Open as of No. of Complaints Received No. of Complaints Closed 01/04/2024 30/06/2024 15 29 30 16 No. of Acute Complaints with a Phone No. of Complaints Closed by Early No. of Complaints Closed within 20 No. of SPSO Complaints Closed Call Resolution Days 0 6 10 1 Number of Acute Complaint Actions **Number of Acute Complaint Actions Number of Acute Complaint Actions** Number of Acute Complaint Actions Started Closed Open as of 01/04/2024 Open as of 30/06/2024 23 65 25 63 Complaints Received and Closed in Most Recent Complaints Received and Closed in Most Recent Quarter by Portfolio Quarter by Division Closed Closed by ER Received Closed by ER Received Closed Administration 0 0 0 5 0 **ISCP** 5 0 Allied Health Professionals 1 Community Hospital Nursing 0 0 0 Community Mental Health, Learning Disa. 15 2 14 Mental Health 0 0 0 1 1 1 **Community Nursing** Community Pharmacy 0 0 0 Community Therapy Services 0 0 **SOARS** 1 0 0 0 0 General Ophthalmic Services **General Practice** 0 0 0 No Portfolio Specified 0 0 Not Recorded 0 0 0 Out of Hours (Excluding GMED) 0 0 Pharmacy 0 0 0 3 City 17 16 **Practice Nursing** 0 0 0 Primary Care 1 2 Moray 2 1 Public Dental Service 0 0 0 Public Health Sexual Health 2 0 0 **Public Health** 2 3 1 Site issue (for use by management only) Spec. Older Adult & amp; Rehab Services ( 4 1 2 **Grand Total** Vaccination Transformation Programme **Grand Total** Complaint issues, was that issue upheld? **Complaint Issue Types** Note - Each complaint may be associated with more than one issue No Outcome Recorded Complaint Issue Types Treatment 20 Started Parameter Staff - Communication Staff - Attitude & Behaviour Other Staff - Competence 10 Waiting Times Enviornment / Domestic Staff - Shortages 1 Procedural 0 15 25 No. of Complaint Issues Complaints Closed by Outcome in Most Recent Complaints Received and Closed by Severity in Most Recent Quarter Quarter Received Closed Complaints Closed No. of Complaints 20 0 0 No Outcome Consent not Fully upheld: Irresolvable - Not upheld: Partially Complaint MODERATE MINOR **NEGLIGIBLE** Not Recorded withdrawn: .. received: Co.. Complaint i.. Complainant'.. Complaint i.. Number of Complaints Closed Within 20 Days in Most Recent Quarter Over 20 days Within 20 Days 15 Number of Complaints Closed 0

Allied Health Professionals

Community Mental Health,

Learning Disabilities and SM..

Community Nursing

Primary Care

Spec. Older Adult & amp;

Rehab Services (SOARS)

Vaccination Transformation

Programme