

Complaints Summary Dashboard

Date Frequency	Portfolio	Sector Description	Divisions	Service
Quarter	All	Aberdeen City HSCP	Aberdeen City HSCP	All

Data for Most Recent Quarter: 01/04/2024 to 30/06/2024

Number of Complaints Open as of 01/04/2024	No. of Complaints Received	No. of Complaints Closed	Number of Complaints Open as of 30/06/2024
15	30	29	16
No. of Acute Complaints with a Phone Call	No. of Complaints Closed by Early Resolution	No. of Complaints Closed within 20 Days	No. of SPSO Complaints Closed
0	6	10	1
Number of Acute Complaint Actions Open as of 01/04/2024	Number of Acute Complaint Actions Started	Number of Acute Complaint Actions Closed	Number of Acute Complaint Actions Open as of 30/06/2024
23	65	63	25

Complaints Received and Closed in Most Recent Quarter by Portfolio

	Received	Closed	Closed by ER
ISCP	5	1	0
Mental Health	0	0	0
SOARS	4	7	1
No Portfolio Specified	0	0	0
City	17	16	3
Moray	2	2	1
Public Health	2	3	1
Grand Total	30	29	6

Complaints Received and Closed in Most Recent Quarter by Division

	Received	Closed	Closed by ER
Administration	0	0	0
Allied Health Professionals	5	1	0
Community Hospital Nursing	0	0	0
Community Mental Health, Learning Disa..	14	15	2
Community Nursing	1	1	1
Community Pharmacy	0	0	0
Community Therapy Services	0	0	0
General Ophthalmic Services	0	0	0
General Practice	0	0	0
Not Recorded	0	0	0
Out of Hours (Excluding GMED)	0	0	0
Pharmacy	0	0	0
Practice Nursing	0	0	0
Primary Care	1	2	1
Public Dental Service	1	0	0
Public Health	0	0	0
Sexual Health	2	0	0
Site issue (for use by management only)	0	0	0
Spec. Older Adult & Rehab Services (...)	4	7	1
Vaccination Transformation Programme	2	3	1
Grand Total	30	29	6

