

# Complaints - Summary

Divisions: All Service: All

Data for 01/07/2024 to 30/09/2024

Number of Complaints Received	Number of Complaints Closed	Number of Complaints Closed in Stage 1	Number of Complaints Closed within 20 Days	Number of Ombudsman Complaints Opened	Number of Ombudsman Complaints Closed
23	30	4	13	0	2
Number of Comments Received	Number of Compliments Received	Number of Concerns Received	Number of Enquiries Received	Number of Suggestions Received	
0	3	4	1	1	

### Complaints Received and Closed by Portfolio

01/07/2024 to 30/09/2024

Portfolio	Received	Closed	Closed Stage 1	% Closed Stage 1	% Closed within 20 days
City	12	15	2	13%	40%
ISCP	2	5	1	20%	40%
Mental Health	0	0	0	0%	0%
Moray	2	3	0	0%	67%
Public Health	1	1	0	0%	0%
SGARS	6	6	1	17%	50%
No Portfolio Specified	0	0	0	0%	0%
<b>Grand Total</b>	<b>23</b>	<b>30</b>	<b>4</b>	<b>13%</b>	<b>43%</b>

### Complaints Received and Closed by Division

01/07/2024 to 30/09/2024

Divisions	Received	Closed	Closed Stage 1	% Closed Stage 1	% Closed within 20 days
Aberdeen City HSCP	23	30	4	13%	43%
<b>Grand Total</b>	<b>23</b>	<b>30</b>	<b>4</b>	<b>13%</b>	<b>43%</b>

