

Complaints - Summary					
Divisions All			Service All		
Data for 01/10/2024 to 31/12/2024					
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
30	29	17	19	1	2
Number of Comments Received	Number of Compliments Received	Number of Concerns Received	Number of Enquiries Received	Number of Suggestions Received	
1	9	5	0	0	

Complaints Received and Closed by Portfolio 01/10/2024 to 31/12/2024					
Portfolio	Received	Closed	Closed Stage 1	% Closed Stage 1	% Closed within 20 days
City	12	13	7	54%	62%
ISCP	4	4	2	50%	50%
Mental Health	0	0	0	0%	0%
Moray	6	6	5	83%	83%
Public Health	4	3	2	67%	67%
SOARS	3	2	1	50%	50%
No Portfolio Specified	1	1	0	0%	100%
Grand Total	30	29	17	59%	66%

Complaints Received and Closed by Division 01/10/2024 to 31/12/2024					
Divisions	Received	Closed	Closed Stage 1	% Closed Stage 1	% Closed within 20 days
Aberdeen City HSCP	30	29	17	59%	66%
Grand Total	30	29	17	59%	66%

