HARBOUR

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Complaints Quarterly Report – Q4 2022/2023

What is the Complaints Process?

Stage 1 'Frontline Resolution'

A complaint is made directly by the complainant, via any staff member. Frontline resolution aims to quickly resolve straightforward customer complaints that require little or no investigation. We aim to resolve Stage 1 complaints within 5 working days.

Stage 2 'Investigation'

Complaints handled at this stage are typically complex or require a detailed examination before we can determine an outcome. These complaints may already have been considered at Stage 1, or they may have been identified from the start as needing immediate investigation. An investigation aims to establish all the facts relevant to the points made in the complaint and to give the complainant a full, objective and proportionate response that represents Harbour's final position, within 20 working days.

Scottish Public Services Ombudsman (SPSO)

Complainants have a right to raise concerns regarding Harbour with the SPSO, who provide administrative justice and scrutiny, after the conclusion of our above complaints process. You can contact the SPSO directly on 0800 377 7330.

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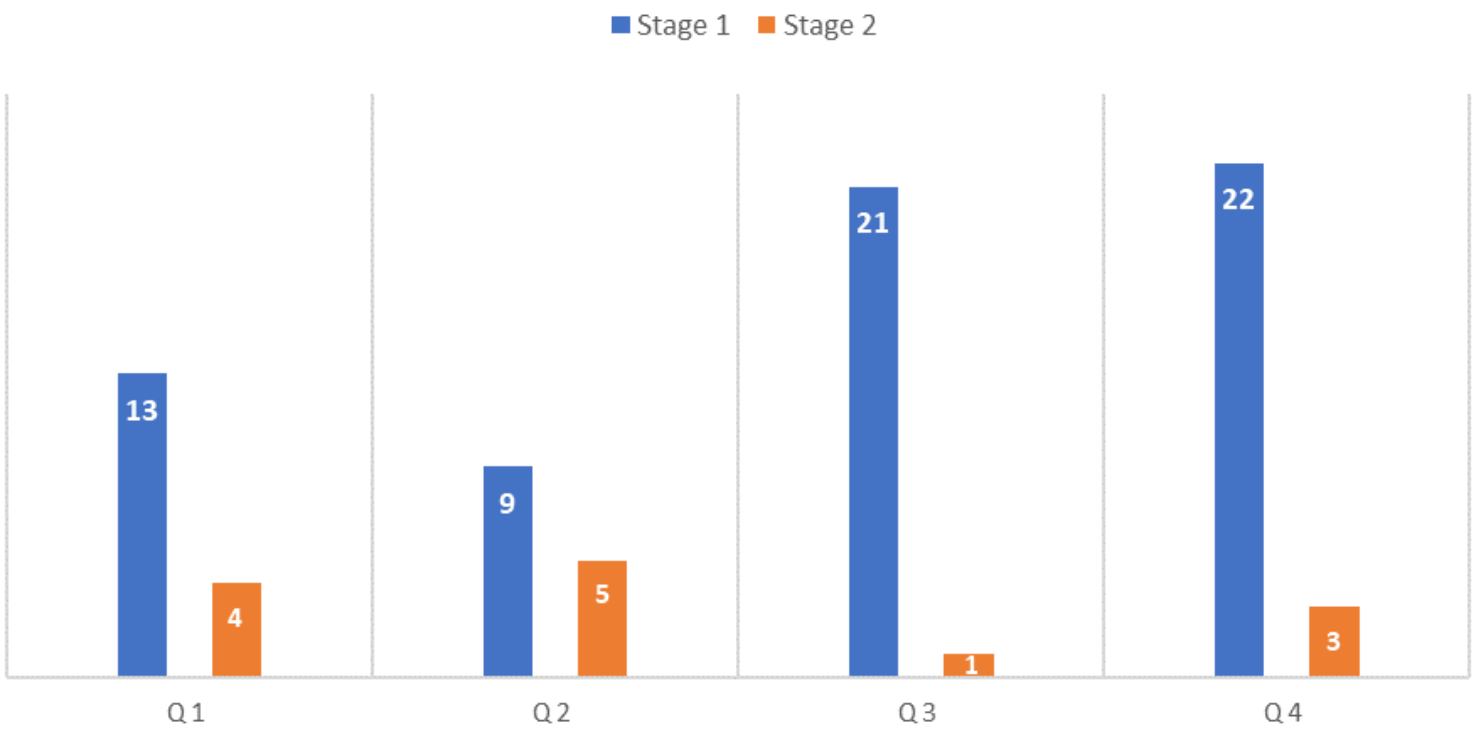
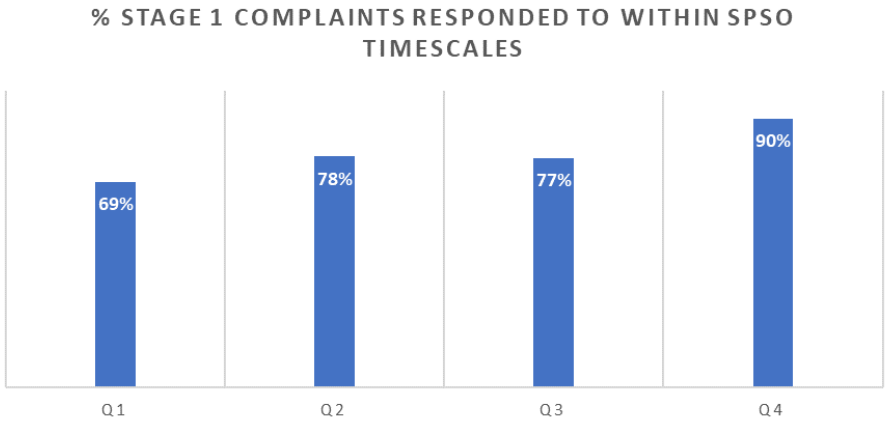
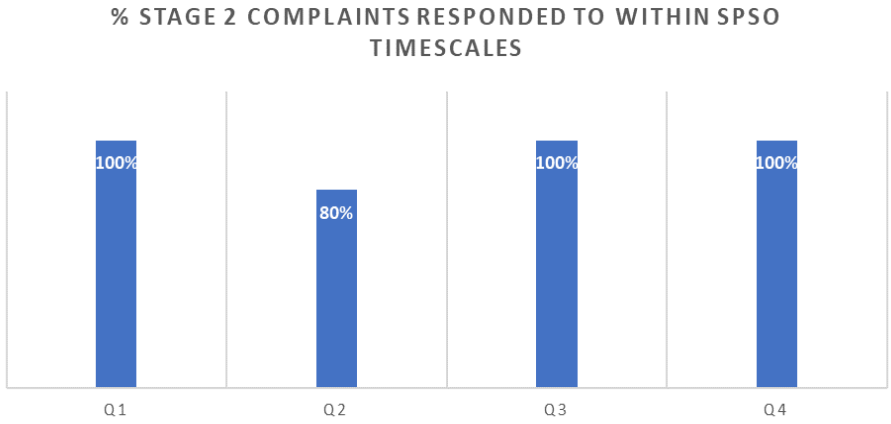
How Many Complaints Received?

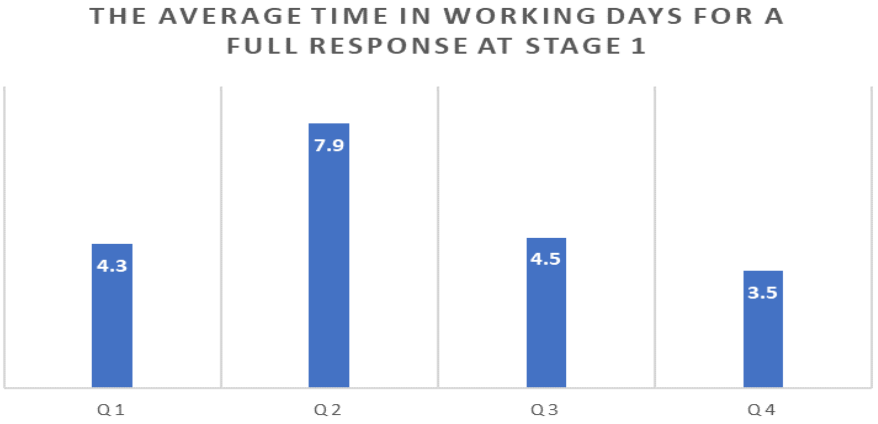
The graph highlights the number of complaints received from April 2022 to March 2023

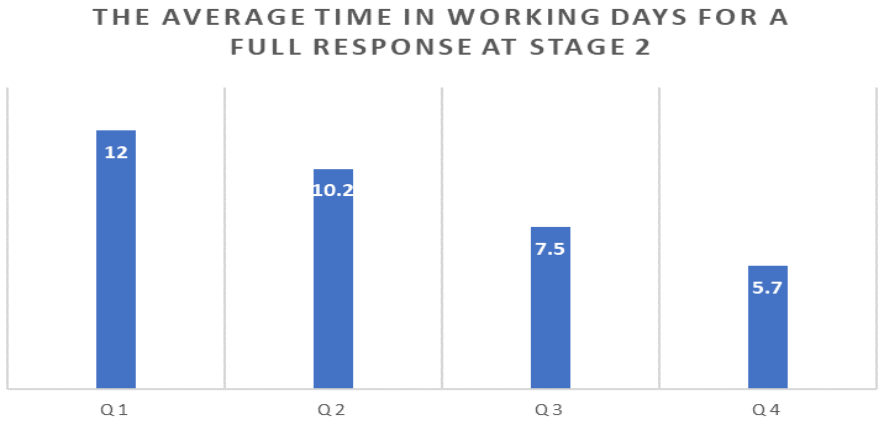


How Quickly do we Resolve Complaints?





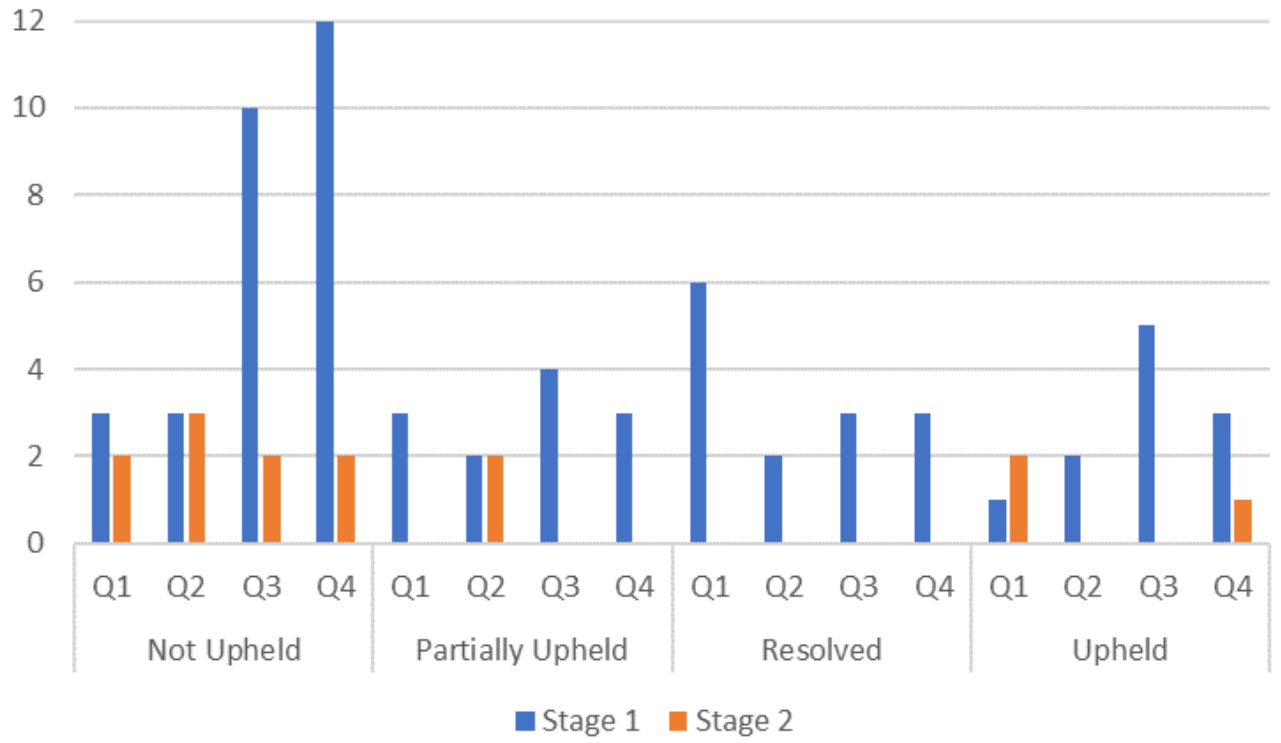




Complaints Outcomes

A complaint is considered **upheld** when we agree with the complainant that they have experienced a legitimate service failure or issue.

A complaint is deemed **resolved** when we and the customer agree what action is required and then provide the final resolution to the customer and this action is then carried out.



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If something goes wrong or you are dissatisfied with our services, please tell us. Click here to find out more on our complaints handling procedures.