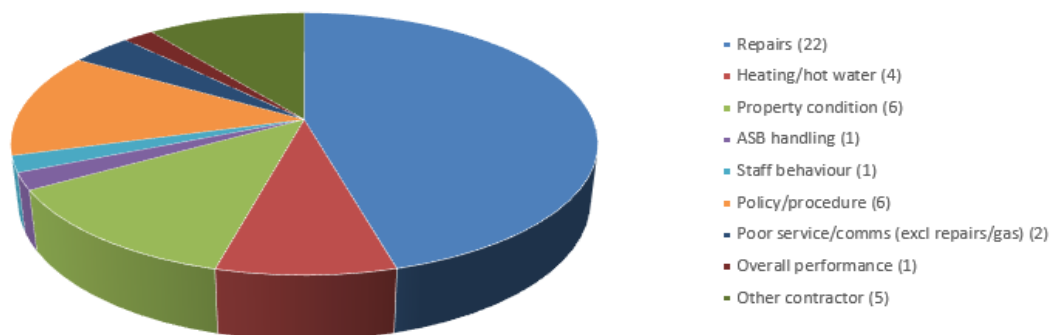


# Q4 Satisfaction Figures – January to March 2023

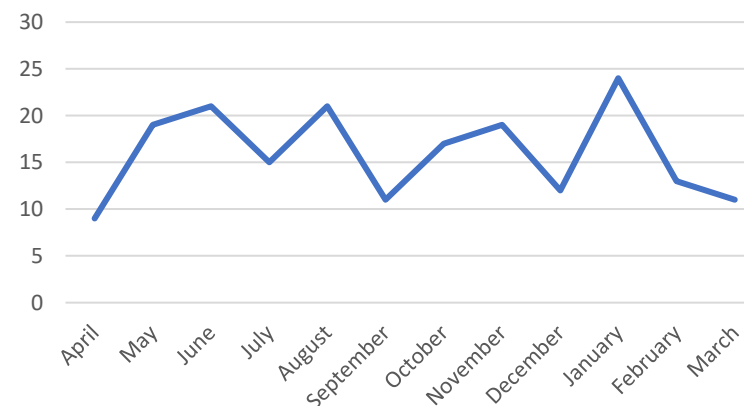
The summary of satisfaction levels for Q4 shows a slight fall in the number of complaints. After a spike in January, the number of complaints stabilised for the remainder of the period. Improvement is still needed in meeting stage 1 complaints within timescale.

	Figures			Upheld			Timescale met		
	Q4	2021/22	Change	Q4	2021/22	Change	Q4	2021/22	Change
Frontline (stage 1) complaints	43	48	↓	60%	72%	↓	91%	98%	↓
Investigation (stage 2) complaints	5	4	↑	80%	75%	↑	100%	75%	↑
Compliments	6	9	↓	n/a	n/a		n/a		

## Breakdown of Q4 complaints



## Annual trend



	2022									2023					
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total	2021/22	Change
Novus	4	8	11	7	13	4	5	11	3	12	5	5	66	54	↑
Saltire	0	0	1	2	1	1	4	3	1	2	1	1	13	13	↑
Other	0	0	0	4	1	1	2	1	0	3	2	0	9	13	↓
Melville	5	11	9	2	6	5	7	4	8	7	5	5	57	77	↑
<b>Total</b>	<b>9</b>	<b>19</b>	<b>21</b>	<b>15</b>	<b>21</b>	<b>11</b>	<b>18</b>	<b>19</b>	<b>12</b>	<b>24</b>	<b>13</b>	<b>11</b>	<b>192</b>	<b>157</b>	<b>↑</b>
2021/22	7	11	4	18	12	15	21	5	11	14	22	17	(157)	157	