

SPSO Indicator	Glasgow City Council	ALEOs
1. Complaints Received per 1,000 of Population	<p>The population of the Glasgow City Council boundary area is 600,000.</p> <p>In the reporting period, the Glasgow family of organisations received 13739 complaints, meaning that:</p> <p>An average of 23 complaints were received per 1000 of population</p> <p>This indicates 1 in every 43 have registered a complaint about our services</p>	
2. Closed complaints – stage 1	9269	3123
2. Closed complaints - stage 2	640	275
3. Complaints upheld, partially upheld and not upheld	<p>Upheld – 5872 (44%)</p> <p>Partially upheld – 2753 (21%)</p> <p>Not upheld – 2434 (18%)</p> <p>Withdrawn - 102</p> <p>No category of outcome recorded – 2144 (16%)</p>	N/A
4. Average times to resolve complaints. Target: Stage 1 – five working days Target: Stage 2 – 20 working days	<p>Stage 1: 3 working days</p> <p>Stage 2: 14 working days</p>	N/A
5. Performance Against Timescales	N/A	
6. Number of cases where an extension is authorised	N/A	
7. Customer Satisfaction	A customer satisfaction “mystery shopper” survey will be carried out in 2015 to monitor customer views of our complaints’ handling procedure	

8. Learning from complaints	<ul style="list-style-type: none"> - monthly reporting of Glasgow family complaints to Chief Executive - each Glasgow family service reports its own CHP to senior management teams - bi-annual reporting of CHP to Glasgow City Council's audit and scrutiny committee of elected members - culture of change driven by complaints and identifiable service improvements being embedded across the Glasgow family - annual reporting to SPSO 	
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Notes:

1. Figures are based on the period June 3 2013* – June 30 2014. (*Introduction of new complaints' handling procedure across Glasgow family of organisations)
2. Under indicator 1 it is important to note that many complaints are received from customers who are not residents of Glasgow City but still use our services.
3. Under indicators 5 and 6, this will require investigation as these figures are not currently available in our CHP system