



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA

ANNUAL COMPLAINTS PERFORMANCE REPORT – 2021/22

Introduction

The Scottish Public Services Ombudsman sets out a standardised set of complaints performance indicators which organisations are required to use to understand and report on performance in line with the Model Complaints Handling Procedure (MCHP).

The consistent application and reporting of performance against these indicators is also used to compare, contrast and benchmark complaints handling with other organisations, and in doing so will drive shared learning and improvements in standards of complaints handling performance.

The complaints key performance indicators (KPIs) used in this report apply to all organisations that have a statutory duty to comply with the MCHP, including Local Authorities, Registered Social Landlords, Universities, Scottish Government and associated public authorities, which includes HES.

Part One: Qualitative Measures

KPI 1: Learning from Complaints

An overview of the actions taken in response to complaints and complaint trends, including how complaints have helped improve service delivery and ways in which this has learning has been shared across the organisation:

- Information taken from upheld and partially upheld complaints have informed business improvement in a number of areas, these have included:
 - Incremental but impactful service improvements to processes, for example clearer and more timeous information provided to site and event ticketholders;
 - Feeding into the design of more informative signage at sites and clearer information published on our digital platforms;
 - Enhanced and more tailored training and upskilling provided to public-facing colleagues;
 - Greater understanding of the organisation's responsibility with regard to the use of the Gaelic language, as well as an enhanced understanding of its value in our work.
- Learning from complaints has been shared across the organisation via a number of corporate forums and working groups, particularly the Business Managers' Network. Events, such as a presentation from a HES Gaelic officer to outline procedures for the use of Gaelic have taken place, as a direct result of intelligence gathered from the complaints process.

Part Two: Quantitative Measures

KPI 2: The total number of complaints received	
Number of complaints received at Stage 1 (including those subsequently escalated to stage 2)	226
Number of complaints received directly at Stage 2	5
Benchmarking guidance: This number should be viewed in the context of the 1,234,580 visitors to our staffed sites alone in 2021/22, as well as the high number of users accessing our non-site based services.	
KPI 3: The number and percentage of complaints at each stage which were closed in full within the set timescales of five and 20 working days	
The number of complaints closed in full at stage 1 within five working days as % of all stage 1 complaints responded to in full:	89.9%
The number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full:	100%
The number of complaints closed in full after escalation within 20 working days as % of all complaints responded to in full after escalation	100%
KPI 4: The average time in working days for a full response to complaints at each stage	
The average time in working days to respond to complaints at stage 1 (max 5 working days)	3.9 days
The average time in working days to respond to complaints at stage 2 (max 20 working days)	7.8 days
The average time in working days to respond to complaints after escalation (max 20 working days)	7.6 days
KPI 5: The outcome of complaints at each stage	
The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at stage 1	(a) 16.74% (b) 23.98% (c) 26.69% (d) 32.57%
The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at stage 2.	(a) 0% (b) 40% (c) 60% (d) 0%
The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved after escalation as a % of all complaints closed after escalation.	(a) 0% (b) 60% (c) 40% (d) 0%