Aberdeenshire Council Complaints performance report Q1 Apr - Jun 2025 - 2026

Aberdeenshire Council publishes its performance of complaints handling to provide assurance in relation to our performance, to deliver continuous improvement and to assist in benchmarking between local authorities. Reporting of complaints is monitored by Audit Scotland in conjunction with the Scottish Public Services Ombudsman (SPSO) and in line with the principles of the Best Value arrangements.

The Council's Complaints Procedure and the performance indicators below adhere to the requirements set out by the SPSO's Model Complaints Handling Procedure.

How many customer complaints did we receive?

- Between 1 April to 30 June 2025, we closed **642** customer complaints.
- **425** (66%) complaints were handled at stage one.
- **217** (34%) complaints were handled at stage two.

What was the outcome of stage one complaints?

- We upheld/partially upheld **168** (40%) stage one complaints.
- We did not uphold **257** (60%) stage one complaints.

What was the outcome of stage two complaints?

- We upheld/partially upheld **41** (19%) stage two complaints
- We did not uphold **176** (81%) stage two complaints.

Our timescales – Stage One Complaints

We aim to respond to stage one complaints within 5 working days.

- We closed **289** (68%) stage one complaints within 5 working days.
- The average time to respond to stage one complaints was **9** working days.

Our timescales – Stage Two Complaints

We aim to respond to stage two complaints within 20 working days.

- We closed **142** (65%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was **22.4** working days

Why Customers Complained

The highest volume of complaints handled related to:

- Complaints about Waste Service (**123** complaints)
  Most complaints regarding: Refuse and kerbside missed collections; new replacement bins policy

- Complaints about the Housing service (**99** complaints)
  Most complaints regarding: service standards, including communication; length of time for repair; and delayed provision of service

- Complaints about the Education & Children's services (**101** complaints) Most complaints regarding: bullying, decisions made by schools and communication of issues in both Primaries and Academies.

- Complaints about Roads (**74** complaints)
  Most complaints regarding: Road works/service standards.