

9. Other information

We encourage members of the public and legal profession to raise issues of concern with us. We use the information we get from looking into and resolving these to identify problem areas and improve our service. The level of complaints about our service remains low, when considered against the high number of applications we consider each year.

9.1 Complaints and reviews received and cleared

	2008-2009	2007-2008
Number of initial complaints received	72	68
Number of reviews received	6	7
Total new complaints received	78	75
Number complaints (initial and review) brought forward from previous year	6	11
Total complaints under consideration	84	86
Total complaints cleared	84	80
Number complaints carried forward to next financial year	0	6

NOTE

1. These figures include both initial complaints made to any member of staff and reviews, where someone is unhappy with how their initial complaint has been dealt

9.2 Complaints cleared within target

	2008-2009	2007-2008
Total complaints cleared within 28 days	77	74
Percentage cleared within 28 days	92%	93%

NOTE

1. The 28 days target does not include time we spend waiting for further information from third parties.

9.3 Cleared complaints considered justified

	2008-2009	2007-2008
Total complaints cleared	84	80
Complaints not justified	51	43
Complaints partially justified	16	19
Complaints justified	17	18
Percentage justified or partially justified	39%	46%

9.4 Complaints considered by the Scottish Public Services Ombudsman (SPSO)

If, after the Chairman or Chief Executive has considered a complaint, someone is still unhappy with our response, we give them details of how to complain to the Scottish Public Services Ombudsman.

	2008-2009	2007-2008
Complaints made to the SPSO	1	3
Complaints carried over from previous year	0	3
Total complaints under consideration	1	6
Complaints closed (not upheld) by SPSO	1	5
Number complaints part-upheld	0	1
Number complaints upheld	0	0
Outstanding (carried over)	0	0

Requests under the Freedom of Information (Scotland) Act 2002

9.5 Information requests and decisions (FOI)

	2008-2009	2007-2008
Total number of requests received	67	89
Requests brought forward from previous year	4	5
Responses provided:		
Information provided free of charge	41	65
Fees notices issued	0	1
The Board does not hold the requested information	5	5
Projected cost over £600 and we will not supply the information	4	4
Refusal notices issued	8	10
Part refusals (some information provided)	9	4
Requests withdrawn	0	1
No response to request for clarification	1	0
Total number dealt with	68	90
Requests carried forward to next financial year	3	4
Of those requests closed		
The number dealt with within 20 working days	61	83
Percentage dealt with within 20 working days	90%	92%

Note

1. 2007-2008 figures have been restated.

9.6 Review of refusal notices

If an information request has been refused the enquirer may request a review of that decision. This review is conducted by the Director responsible for the relevant area.

	2008-2009	2007-2008
Total number of requests received	4	2
Cases brought forward	0	0
Decisions made	3	2
Original decision of Board upheld	2	2
Original decision of Board changed	1	0
Cases undecided and carried forward	1	0
Of those review requests closed		
The number dealt with within 20 working days	3	2
Percentage dealt with within 20 working days	100%	100%

9.7 Appeals to the Scottish Information Commissioner

If after a review the enquirer is still unhappy with our response, we give them details of how to appeal to the Scottish Information Commissioner.

	2008-2009	2007-2008
Total number of requests made	2	2
Cases brought forward	1	1
Decisions made	1	2
Original decision of Board upheld	1	2
Original decision of Board changed	0	0
Case withdrawn	1	0
Cases undecided and carried forward	1	1