

## 9. Other information

For an explanation of Frontline and Investigation complaints please refer to:

[slab.org.uk/about-us/complaints/index.html](http://slab.org.uk/about-us/complaints/index.html)

### 9.1 Complaints and reviews, received and cleared

	2014-2015	2013-2014
Initial complaints received	-	73
Reviews received	-	7
Frontline complaints received	47	-
Investigation complaints received	48	-
<b>Total new complaints received</b>	<b>95</b>	<b>80</b>
Complaints brought forward from previous year	1	7
<b>Total complaints under consideration</b>	<b>96</b>	<b>87</b>
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Total complaints cleared	96	86
Complaints carried forward	0	1

### 9.2 Complaints cleared within service standard time

	Standard (working days)	2014-2015	2013-2014
Initial complaints	20	1	67
	<b>within standard</b>	<b>100%</b>	<b>78%</b>
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Frontline complaints	5	45	-
	<b>within standard</b>	<b>96%</b>	-
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Investigation complaints	20	38	-
	<b>within standard</b>	<b>79%</b>	-

#### Note

1. The working days targets do not include time we spend waiting for further information from third parties.
2. Initial complaints in 2014-2015 are those brought forward from the previous year.

### 9.3 Outcomes of cleared complaints

	2014-2015	2013-2014
Complaints not justified	1	65
Frontline complaints not justified	13	-
Investigation complaints not justified	35	-
Complaints partially justified	-	8
Frontline complaints partially justified	6	-
Investigation complaints partially justified	5	-
Complaints justified	-	13
Frontline complaints justified	28	-
Investigation complaints justified	8	-
<b>Total complaints cleared</b>	<b>96</b>	<b>86</b>
<b>Percentage fully or partially justified</b>	<b>49%</b>	<b>24%</b>

### 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.

	2014-2015	2013-2014
Complaints investigated by the SPSO	2	1
Complaints brought forward	0	0
<b>Total complaints under consideration</b>	<b>2</b>	<b>1</b>
Complaints closed (not upheld) by the SPSO	1	1
Complaints part-upheld	1	0
Complaints upheld	0	0
Complaints outstanding (carried forward)	0	0

## Requests under the Freedom of Information (Scotland) Act 2002

### 9.5 Information requests and decisions

	2014-2015	2013-2014
<b>Total number of requests received</b>	95	125
Requests brought forward from previous year	7	12
<b>Responses provided:</b>		
Information provided free of charge	60	59
Fee notices issued	1	6
SLAB does not hold the requested information	7	20
Projected cost over £600 and we will not supply the information	4	3
Refusal notices issued	8	12
Part refusals (some information provided)	13	24
Requests withdrawn	1	0
No response to request for clarification	1	6
<b>Total number dealt with</b>	<b>95</b>	<b>130</b>
Requests carried forward to next financial year	7	7
<b>Of those requests closed</b>		
The number dealt with within 20 working days	86	124
<b>Percentage dealt with within 20 working days</b>	<b>91%</b>	<b>95%</b>

#### Note

1. Withdrawn cases are not counted within the percentage calculation.

### 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.

	2014-2015	2013-2014
<b>Total number of requests received</b>	1	11
Cases brought forward	1	1
Original decision by SLAB upheld	2	11
Original decision by SLAB partially upheld	0	0
Original decision of SLAB changed	0	0
<b>Total number of reviews decided</b>	<b>2</b>	<b>11</b>
Cases undecided and carried forward	0	1
<b>Of those review requests decided</b>		
The number dealt with within 20 working days	1	10
<b>Percentage dealt with within 20 working days</b>	<b>50%</b>	<b>91%</b>

### 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.

	2014-2015	2013-2014
<b>Total number of requests made</b>	0	2
Cases brought forward	0	0
Original decision of SLAB upheld	0	2
Original decision of SLAB changed	0	0
Case withdrawn	0	0
<b>Total number of appeal decisions made</b>	0	2
Cases undecided and carried forward	0	0