

9. Other information

We encourage members of the public and the 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

	2010-2011	2009-2010
Number of initial complaints received	85	78
Number of reviews received	12	5
Total new complaints received	97	83
Number complaints (initial and review) brought forward from previous year	0	0
Total complaints under consideration	97	83
Total complaints cleared	97	83
Number complaints carried forward to next financial year	0	0

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 with, and asks the Chief Executive or Chairman to explore it further.

9.2 Complaints cleared within target

	2010-2011	2009-2010
Total complaints cleared within 28 days	80	73
Percentage cleared within 28 days	82%	88%

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

	2010-2011	2009-2010
Total complaints cleared	97	83
Complaints not justified	53	44
Complaints partially justified	16	9
Complaints justified	28	30
Percentage justified or partially justified	45%	47%

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.

	2010-2011	2009-2010
Complaints made to the SPSO	1	3
Complaints carried over from previous year	0	0
Total complaints under consideration	1	3
Complaints closed (not upheld) by SPSO	1	3
Number complaints part-upheld	0	0
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

	2010-2011	2009-2010
Total number of requests received	101	85
Requests brought forward from previous year	9	3
Responses provided:		
Information provided free of charge	58	54
Fees notices issued	0	0
The Board does not hold the requested information	14	7
Projected cost over £600 and we will not supply the information	6	3
Refusal notices issued	8	7
Part refusals (some information provided)	6	7
Requests withdrawn	5	0
No response to request for clarification	2	1
Total number dealt with	99	79
Requests carried forward to next financial year	11	9
Of those requests closed		
The number dealt with within 20 working days	88	74
Percentage dealt with within 20 working days	94%	94%

Note

1. The percentage dealt with within 20 working days excludes those requests that were withdrawn.

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.

	2010-2011	2009-2010
Total number of requests received	5	4
Cases brought forward	0	1
Decisions made	4	5
Original decision of Board upheld	1	3
Original decision of Board partially upheld	1	0
Original decision of Board changed	2	2
Cases undecided and carried forward	1	0
Of those review requests closed		
The number dealt with within 20 working days	4	4
Percentage dealt with within 20 working days	100%	80%

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.

	2010-2011	2009-2010
Total number of requests made	0	2
Cases brought forward	0	0
Decisions made	0	2
Original decision of Board upheld	0	2
Original decision of Board changed	0	0
Case withdrawn	0	0
Cases undecided and carried forward	0	0