

Complaints Monitoring Report Leisure & Culture service

Quarter 4 2025/26 – 1 January to 31 March 2026

* Q3 & 4 2025/26 figures are reflective of the new service structure, any previous Leisure & Culture complaints were recorded within the Education Resources & Communities service

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 |
| Total number of complaints received | | | | 1 | 4 |
| Total number of complaints closed | | | | 1 | 3 |
| The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter. | | | | | |

| Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed | | | | | | | | | | |
|---|------------|---|------------|---|------------|---|------------|------|------------|------|
| NUMBER AND PERCENTAGE CLOSED | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | Q3 2025/26 | | Q4 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | | | | | | | 1 | 100% | 3 | 100% |
| Number of complaints closed - Investigative | | | | | | | 0 | 0% | 0 | 0% |
| Number of complaints closed - Escalated | | | | | | | 0 | 0% | 0 | 0% |

| Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|---|------------|---|------------|---|------------|------|------------|-----|
| FRONTLINE | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | Q3 2025/26 | | Q4 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | | | | | | | 0 | 0% | 2 | 67% |
| Number of Frontline complaints partially upheld | | | | | | | 1 | 100% | 1 | 33% |
| Number of Frontline complaints not upheld | | | | | | | 0 | 0% | 0 | 0% |
| Number of Frontline complaints (Resolution) | | | | | | | 0 | 0% | 0 | 0% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|--|------------|---|------------|---|------------|---|------------|-----|------------|-----|
| INVESTIGATIVE | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | Q3 2025/26 | | Q4 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | | | | | | | N/A | N/A | N/A | N/A |
| Number of Investigative complaints partially upheld | | | | | | | N/A | N/A | N/A | N/A |
| Number of Investigative complaints not upheld | | | | | | | N/A | N/A | N/A | N/A |
| Number of Investigative complaints (Resolution) | | | | | | | N/A | N/A | N/A | N/A |

| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|--|------------|---|------------|---|------------|---|------------|-----|------------|-----|
| ESCALATED | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | Q3 2025/26 | | Q4 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Escalated complaints upheld | | | | | | | N/A | N/A | N/A | N/A |
| Number of Escalated complaints partially upheld | | | | | | | N/A | N/A | N/A | N/A |
| Number of Escalated complaints not upheld | | | | | | | N/A | N/A | N/A | N/A |
| Number of Escalated complaints (Resolution) | | | | | | | N/A | N/A | N/A | N/A |

| The average time in working days for a full response to complaints at each stage | | | | | |
|--|------------|------------|------------|------------|------------|
| RESPONSE TIME | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 |
| Average time in working days for a full response - Frontline | | | | 10 | 7 |
| Average time in working days for a full response - Investigative | | | | N/A | N/A |
| Average time in working days for a full response - Escalated | | | | N/A | N/A |

| Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days | | | | | | | | | | |
|--|------------|---|------------|---|------------|---|------------|-----|------------|-----|
| MEETING TARGET TIMESCALES | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | Q3 2025/26 | | Q4 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | | | | | | | 0 | 0% | 1 | 33% |
| Number of complaints closed within 20 working days - Investigative | | | | | | | N/A | N/A | N/A | N/A |
| Number of complaints closed within 20 working days - Escalated | | | | | | | N/A | N/A | N/A | N/A |

| Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised | | | | | | | | | | |
|--|------------|---|------------|---|------------|---|------------|-----|------------|-----|
| EXTENSIONS | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | Q3 2025/26 | | Q4 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints with an extension – Frontline | | | | | | | 0 | 0% | 0 | 0% |
| Number of complaints with an extension – Investigative or Escalated Investigative | | | | | | | N/A | N/A | N/A | N/A |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|---------------------------------------|-------------------------|------------------|---------------------|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101003892410 | Complaint Against Staff | Partially Upheld | Kim Slater | Staff attitude - upheld, staff have been reminded about how to speak to customers, investigation of events - not upheld staff have investigated incidents as best they could. |
| 101003942924 | Other | Upheld | Mhairi Blake | <p>Complaint regarding a male member of staff in male changing area of leisure facility. Complainant concerned over member of staff using mobile phone whilst using a mobile phone whilst children aged 4 to 10 were in a state of undress.</p> <p>ACTION TAKEN:</p> <ul style="list-style-type: none"> The management team is immediately reviewing changing space provision for staff at Speyside to avoid, where possible, a recurrence of this situation after our lesson programme. The changing spaces have been identified as an area for future refurbishment at Speyside Pool, as the current set-up is no longer fit for purpose. This will include the provision of cubicles for privacy. |

| | | | | |
|--------------|-------|------------------|--------------|--|
| | | | | <ul style="list-style-type: none"> • Our operating procedures clearly state that mobile phones are not permitted in changing facility areas by staff or customers. We will reiterate this rule across the leisure team, explaining that breaches will result in disciplinary procedures. • All leisure staff are required to undertake safeguarding and child protection training. The staff member in question has been requested to undertake this course as a matter of urgency. • The management team has taken this complaint very seriously and is handling these breaches of conduct in accordance with our HR policies. |
| 101003948631 | Other | Upheld | Mhairi Blake | <p>Complaint regarding a piece of gym equipment and steam room not operational for an extended period.</p> <p>ACTION TAKEN: Treadmill getting fixed soon and update given on steam room.</p> |
| 101003922563 | Other | Partially Upheld | Mhairi Blake | <p>Two heads of complaint:</p> <ol style="list-style-type: none"> 1. Complainant refused entry to use gym equipment as facility had no record of complainants' membership. 2. Attitude of member of staff. <p>ACTION TAKEN:</p> <ol style="list-style-type: none"> 1. Upheld. Apology given, membership established but account had disappeared from the electronic system. 2. Not Upheld, no evidence |