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**Complaints Handling Performance Report: April 2015 – March 2016**

|  |  |
| --- | --- |
| **Total number of complaints received** | **10** |
|  |  |
| Complaints considered at frontline resolution | 7 |
| Complaints closed at frontline resolution within 5 days | 7 |
| Complaints closed at frontline resolution over 5 days | 0 |
| Outcome of complaints closed at frontline resolution: |  |
| * Upheld
 | 2 |
| * Partially upheld
 | 1 |
| * Not upheld
 | 4 |
| **Average time (working days) taken to resolve complaints at frontline resolution** | **2.5** |
|  |  |
| Complaints considered at investigation stage | 3 |
| Complaints considered at investigation stage within 20 days | 1 |
| Complaints considered at investigation stage over 20 days | 2 |
| Outcome of complaints considered at investigation stage: |  |
| * Upheld
 | 0 |
| * Partially upheld
 | 2 |
| * Not upheld
 | 1 |
| * Outstanding
 | 0 |
| **Average time (working days) taken to resolve complaints at investigation stage** | **39** |