

Complaints Handling Performance Report: April 2015 – March 2016

Total number of complaints received	10
Complaints considered at frontline resolution	8
Complaints closed at frontline resolution within 5 days	8
Complaints closed at frontline resolution over 5 days	0
Outcome of complaints closed at frontline resolution:	
• Upheld	2
• Partially upheld	1
• Not upheld	5
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
Average time (working days) taken to resolve complaints at investigation stage	39