

## Complaints Handling Performance Report: April 2016 – March 2017

<b>Total number of complaints received</b>	<b>41</b>
Complaints considered at frontline resolution	40
Complaints closed at frontline resolution within 5 days	40
Complaints closed at frontline resolution over 5 days	0
Outcome of complaints closed at frontline resolution:	
• Upheld	0
• Partially upheld	19
• Not upheld	21
<b>Average time (working days) taken to resolve complaints at frontline resolution</b>	<b>1</b>
Complaints considered at investigation stage	1
Complaints considered at investigation stage within 20 days	1
Complaints considered at investigation stage over 20 days	0
Outcome of complaints considered at investigation stage:	
• Upheld	1
• Partially upheld	0
• Not upheld	0
<b>Average time (working days) taken to resolve complaints at investigation stage</b>	<b>20</b>