

Complaints Handling Performance Report: April 2017 – March 2018

Total number of complaints received	2
Complaints considered at frontline resolution	2
Complaints closed at frontline resolution within 5 days	1
Complaints closed at frontline resolution over 5 days	1
Outcome of complaints closed at frontline resolution:	
• Upheld	0
• Partially upheld	0
• Not upheld	2
Average time (working days) taken to resolve complaints at frontline resolution	8.5
Complaints considered at investigation stage	0
Complaints considered at investigation stage within 20 days	0
Complaints considered at investigation stage over 20 days	0
Outcome of complaints considered at investigation stage:	
• Upheld	0
• Partially upheld	0
• Not upheld	0
Average time (working days) taken to resolve complaints at investigation stage	0