

Complaints Handling Performance Report: April 2018 – March 2019

Total number of complaints received	15
Complaints considered at frontline resolution	14
Complaints closed at frontline resolution within 5 days	7
Complaints closed at frontline resolution over 5 days	4
Outcome of complaints closed at frontline resolution:	
• Upheld	2
• Partially upheld	0
• Not upheld	9
Average time (working days) taken to resolve complaints at frontline resolution	6
Complaints considered at investigation stage	4
Complaints considered at investigation stage within 20 days	1
Complaints considered at investigation stage over 20 days	3
Outcome of complaints considered at investigation stage:	
• Upheld	1
• Partially upheld	0
• Not upheld	3
Average time (working days) taken to resolve complaints at investigation stage	35