

## Complaints Handling Performance Report: April 2019 – March 2020

<b>Total number of complaints received</b>	<b>3</b>
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	
• Partially upheld	
• Not upheld	2
<b>Average time (working days) taken to resolve complaints at frontline resolution</b>	<b>7</b>
Complaints considered at investigation stage	1
Complaints considered at investigation stage within 20 days	
Complaints considered at investigation stage over 20 days	1
Outcome of complaints considered at investigation stage:	
• Upheld	1
• Partially upheld	
• Not upheld	
<b>Average time (working days) taken to resolve complaints at investigation stage</b>	<b>33</b>