

Complaints Handling Performance Report: April 2020 – March 2021

Total number of complaints received	7
Complaints considered at frontline resolution	7
Complaints closed at frontline resolution within 5 days	3
Complaints closed at frontline resolution over 5 days	2
Outcome of complaints closed at frontline resolution:	
• Upheld	1
• Partially upheld	
• Not upheld	4
Average time (working days) taken to resolve complaints at frontline resolution	5.8
Complaints considered at investigation stage	2
Complaints considered at investigation stage within 20 days	1
Complaints considered at investigation stage over 20 days	1
Outcome of complaints considered at investigation stage:	
• Upheld	
• Partially upheld	1
• Not upheld	1
Average time (working days) taken to resolve complaints at investigation stage	15