

Complaints Handling Performance Report: April 2021 – March 2022

Total number of complaints received	2
Complaints considered at frontline resolution	2
Complaints closed at frontline resolution within 5 days	2
Complaints closed at frontline resolution over 5 days	
Outcome of complaints closed at frontline resolution:	
• Upheld	
• Partially upheld	
• Not upheld	2
Average time (working days) taken to resolve complaints at frontline resolution	2.5
Complaints considered at investigation stage	
Complaints considered at investigation stage within 20 days	
Complaints considered at investigation stage over 20 days	
Outcome of complaints considered at investigation stage:	
• Upheld	
• Partially upheld	
• Not upheld	
Average time (working days) taken to resolve complaints at investigation stage	