

Complaints handling performance: Jul - Sept 2014

Total no. of complaints received	0
Complaints considered at frontline resolution	
Complaints closed at frontline resolution within 5 days	
Complaints closed at frontline resolution outwith 5 days	
Outcome of complaints: <ul style="list-style-type: none"> • Upheld • Partially upheld • Not upheld 	
Average time (working days) taken to resolve complaints at frontline resolution	
No. of complaints considered at investigation stage	
No. of complaints at investigation stage considered within 20 days	
No. of complaints at investigation stage where an extension to 20 days was granted	
Outcome of complaints: <ul style="list-style-type: none"> • Upheld • Partially upheld • Not upheld • Outstanding 	
Average time (working days) taken to resolve complaints at investigation stage	