

Complaints handling performance Jan- Mar 2016 (Q4)

Total no. of complaints received	4
Complaints considered at frontline resolution	
Complaints closed at frontline resolution within 5 days	
Complaints closed at frontline resolution outside 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	4
No. of complaints at investigation stage considered within 20 days	4
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 	4
Average time (working days) taken to resolve complaints at investigation stage	16 ½ days

Statement of changes or improvements implemented as a result of complaints received

Our staff will be reminded of the need to explain from the outset the parameters within which advice can be provided by OSCR. We will also remind staff to treat all our customers in a civil and approachable manner.