

Complaints handling performance: Apr - Jun 2014

Total no. of complaints received	4
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	4 (100%)
No. of complaints at investigation stage considered within 20 days	3 (75%)
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 	1 (25%) 2 (50%) 1 (25%)
Average time (working days) taken to resolve complaints at investigation stage	11

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

We have improved our procedures for tracking and responding to mail which is marked for the attention of our Chief Executive and is distributed to other staff members to respond to.