

Complaints handling performance Sept- Dec 2014 (Q3)

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| Total no. of complaints received | 1 |
| 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 | 1 (100%) |
| No. of complaints at investigation stage considered within 20 days | 1 (100%) |
| 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 (100%) |
| Average time (working days) taken to resolve complaints at investigation stage | 15 days |