

## Complaints handling performance Jan- Mar 2015 (Q4)

<b>Total no. of complaints received</b>	2
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"> <li>• Upheld</li> <li>• Partially upheld</li> <li>• Not upheld</li> </ul>	
Average time (working days) taken to resolve complaints at frontline resolution	
No. of complaints considered at investigation stage	2 (100%)
No. of complaints at investigation stage considered within 20 days	2 (100%)
No. of complaints at investigation stage where an extension to 20 days was granted	
Outcome of complaints: <ul style="list-style-type: none"> <li>• Upheld</li> <li>• Partially upheld</li> <li>• Not upheld</li> <li>• Outstanding</li> </ul>	2 (100%)
Average time (working days) taken to resolve complaints at investigation stage	15 days

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

As part of our Targeted Regulation approach to non-submitting charities we will look at improving our communications around charities choosing to wind-up, providing them with better information about what is required of them to complete the two-stage procedure.

We will also consider the proportionality of the reporting requirements of charities during the wind-up process.