

Complaints handling performance Oct - Dec 2015 (Q3)

Total no. of complaints received	
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	3
No. of complaints at investigation stage considered within 20 days	2
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 	3
Average time (working days) taken to resolve complaints at investigation stage	19