

Complaints handling performance Apr - Sept 2016 (Q1 & Q2)

Total no. of complaints received	13
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	13
No. of complaints at investigation stage considered within 20 days	12
No. of complaints at investigation stage where an extension to 20 days was granted	1
Outcome of complaints: <ul style="list-style-type: none"> • Upheld • Partially upheld • Not upheld • Outstanding 	2 1 10
Average time (working days) taken to resolve complaints at investigation stage	10 (Q1) 15 (Q2)