

## Complaints handling performance Jan - Mar 2017 (Q4)

<b>Total no. of complaints received</b>	3
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	
No. of complaints at investigation stage considered within 20 days	3
No. of complaints at investigation stage where an extension to 20 days was granted	0
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 0
Average time (working days) taken to resolve complaints at investigation stage	5