

## Complaints handling performance Apr - Jun 2017 (Q1)

<b>Total no. of complaints received</b>	<b>3</b>
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	
<b>No. of complaints considered at investigation stage</b>	<b>3</b>
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	1
Outcome of complaints: <ul style="list-style-type: none"> <li>• Upheld</li> <li>• Partially upheld</li> <li>• Not upheld</li> <li>• Outstanding</li> </ul>	1 2
Average time (working days) taken to resolve complaints at investigation stage	19 days

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

One of the complaints we received highlighted an issue with the drafting process of letters which are issued during the status application process. We have implemented an improvement to the drafting process which should limit unnecessary delays in the future.