

REPORT TO THE MANAGEMENT COMMITTEE MEETING OF 29 OCTOBER 2019

COMPLAINTS HANDLING POLICY - STATISTICS - QUARTERS 1 AND 2

STATUS - for noting

Here are the statistics for the first quarter of this year: April - June 2019

	Frontline Stage	Investigation Stage	Ombudsman
Number of Complaints received	2	1	0
Number escalated to Investigation stage	1	n/a	
Resolved within timescale	1	1	
Resolved, outwith deadline	0	0	
Number upheld	0	0	
Number partially upheld	1	0	
Number not upheld	1	1	

And the second quarter: July - September 2019

	Frontline Stage	Investigation Stage	Ombudsman
Number of Complaints received	0	0	0
Number escalated to Investigation stage	0	n/a	
Resolved within timescale	0	n/a	
Resolved, outwith deadline	n/a	n/a	
Number upheld	0	n/a	
Number partially upheld	0	n/a	
Number not upheld	0	n/a	

The Committee are asked to note this report

Alistair Cant
DIRECTOR
18 October 2019
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