

During the period 1st January to 31st March 2018 (Quarter 4) we managed 391 complaints through the Complaints Handling Procedure.

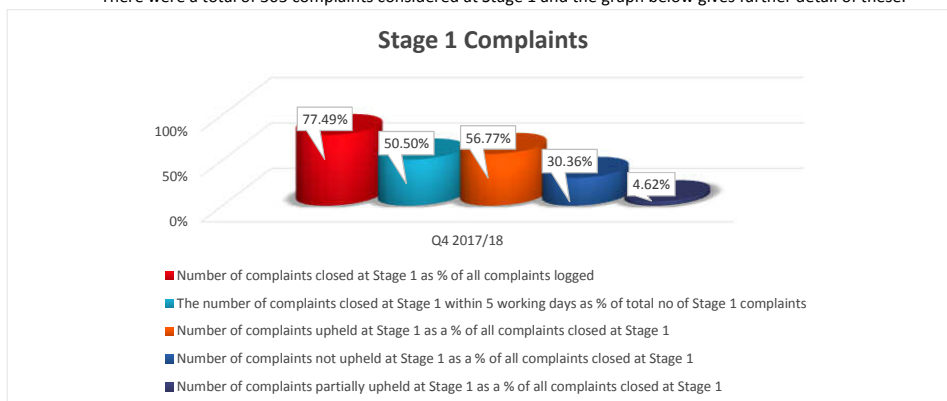
These figures are split into 3 groups:

Stage 1: Straight-forward complaints are usually dealt with at this stage. We have up to 5 working days to respond and this may be done in person, by telephone, letter or email.

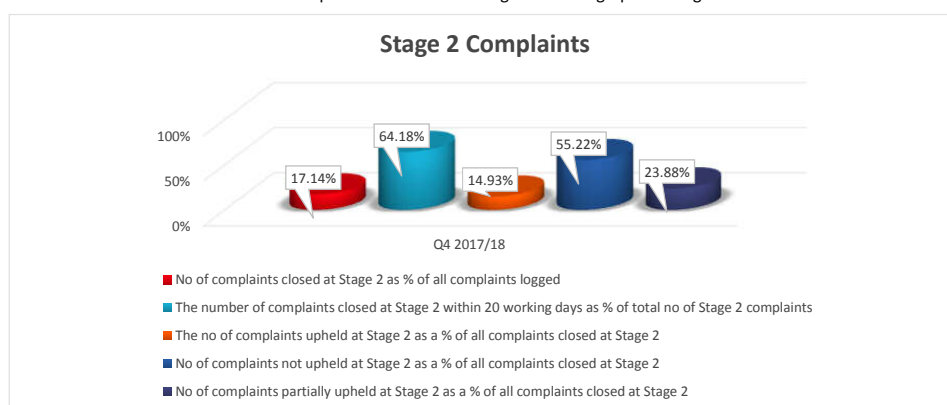
Stage 2: This stage is for more complicated issues. We undertake an in-depth investigation and a full written response is sent by the Director, or their representative, of the service responsible. We have 20 working days, however if the issue is quite complex we may need more time.

Escalated Stage 2: If a customer is unhappy with how we dealt with their Stage 1 complaint, they may escalate it to Stage 2 for an investigation.

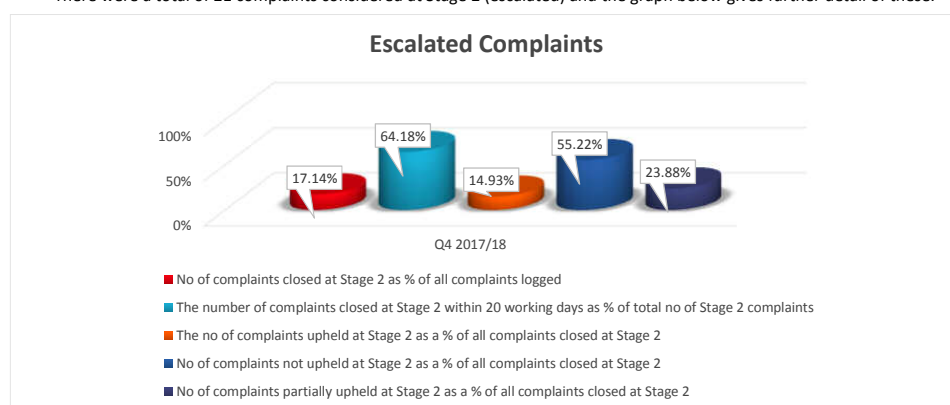
There were a total of 303 complaints considered at Stage 1 and the graph below gives further detail of these.



There were a total of 67 complaints considered at Stage 2 and the graph below gives further detail of these.



There were a total of 21 complaints considered at Stage 2 (escalated) and the graph below gives further detail of these.



The average amount of days taken for a response for each category is shown below.

