

Complaints closed completely, by stage, for reporting period from 01/07/2013 to 30/06/2014

Eligibility

<u>Ineligible for investigation</u>	
Discontinued - complainer failed to submit complaint form	16
Discontinued - complainer withdraws complaint	48
Discontinued - resolved at Eligibility stage	104
Frivolous	2
Not A Legal Practitioner	4
Other regulatory scheme	2
Out of Time	204
Person not eligible to make services complaint	1
Premature - local process not formally tried	138
Rejected out of time	6
Totally Without Merit	249
Vexatious	3
Vexatious/frivolous/without merit	3
Total	780

<u>Eligible conduct complaints to RPO</u>	
Eligible - to FA	2
Eligible - to LSS	59
pre-01.10.08 - to LSS	1
Total	62

<u>Eligible for investigation - closed at eligibility stage</u>	
Accepted out of time exceptional circumstances	2
Hybrid Complaint	2
NOT V/F/TWM	2
Other	5
Total	11

Mediation	
Complaint resolved by mediation	59
Discontinued - complainer withdraws complaint	3
Total	62

Investigation	
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Complaint resolved - provisional report accepted	52
Discontinued - resolved no report issued	4
Discontinued - conduct issue to LSS	8
Discontinued - complainer withdraws complaint	22
Complaint resolved - before report issued	25
Withdrawn	4
Not Upheld	1
Total	116

Determination	
Complaint not upheld	92
Complaint partially upheld	77
Complaint upheld	41
Discontinued - complainer withdraws complaint	2
Total	212