

Complaint outcomes, by stage, for reporting period from 01/07/2014 to 30/06/2015

Eligibility

<u>Eligible complaints</u>	
Accepted as an eligible service complaint	237
Accepted as an eligible conduct complaint	79
Accepted as an eligible hybrid complaint (hybrid includes both conduct and service complaint)	98
Total	414

<u>Ineligible complaints</u>	
Premature – practitioner not given reasonable opportunity to resolve the complaint	90
The complaint was made outside time limits	132
“Frivolous, vexatious or totally without merit”	209
The complaint was by a practitioner acting in a judicial capacity	0
Ineligible for another reason	7
Total	438

<u>Other complaints received</u>	
Resolved before an eligibility decision was taken	130
Complaint withdrawn before an eligibility decision was taken	60
Total	190

Mediation	
Resolved at mediation	56
Total	56

Investigation	
Resolved at investigation by report	60
Resolved at investigation by conciliation	21
Withdrawn at investigation	31
Total	112

Determination	
Complaints wholly/partly upheld at determination	109
Complaints not upheld at determination	23
Total	132