

**Complaint outcomes, by stage, for reporting period from 01/07/2016 to 30/06/2017**

<b>Complaints accepted for an investigation</b>	
Service	159
Conduct	138
Hybrid - separate issues of conduct and service	117
<b>TOTAL</b>	<b>414</b>

<b>Complaints NOT accepted for an investigation</b>	
Premature	256
Outside our time limits	75
The complaint is "frivolous, vexatious or totally without merit"	69
A combination of the above two reasons	27
Out of jurisdiction	11
No interest to make a complaint	1
<b>TOTAL</b>	<b>439</b>

<b>Complaints closed before a decision on accepting for investigation</b>	
Resolved	123
Withdrawn by complainer	83
Discontinued due to non-cooperation	45
<b>TOTAL</b>	<b>251</b>

<b>Complaints resolved at mediation stage</b>	
Complaints resolved	27
<b>TOTAL</b>	<b>27</b>

<b>Complaints resolved at investigation stage</b>	
Resolved by investigation report – upheld and part upheld	32
Resolved by investigation report – not upheld	12
Resolved by conciliation	19
Withdrawn by complainer/Discontinued due to lack of response	68
<b>TOTAL</b>	<b>131</b>

<b>Complaints decided at determination stage</b>	
Upheld	12
Partly upheld	32
Not upheld	51
<b>TOTAL</b>	<b>95</b>