

Complaints closed completely, by stage, for reporting period from 01/07/2012 to 30/06/2013

Eligibility

<u>Ineligible for investigation</u>	
Complaint from practitioner acting in judicial capacity	5
Discontinued - complainer failed to submit complaint form	32
Discontinued - complainer withdraws complaint	52
Discontinued - resolved at Eligibility stage	86
Frivolous	3
Not A Legal Practitioner	10
Other regulatory scheme	1
Out of Time	184
Person not eligible to make services complaint	1
Premature - local process not formally tried	164
Rejected out of time	7
Totally Without Merit	277
Vexatious	4
Vexatious/frivolous/without merit	2
Total	828

<u>Eligible conduct complaints to RPO</u>	
Eligible - to FA	1
Eligible - to LSS	98
pre-01.10.08 - to LSS	0
Total	99

<u>Eligible for investigation - closed at eligibility stage</u>	
Accepted out of time exceptional circumstances	0
Accepted Service	3
Hybrid Complaint	0
NOT V/F/TWM	3
Other	5
Total	11

Mediation	
Complaint resolved by mediation	42
Discontinued - complainer withdraws complaint	2

Total	44
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Investigation	
Complaint resolved - provisional report accepted	46
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Discontinued - complainer withdraws complaint	16
Discontinued - resolved no report issued	2
Complaint resolved - before report issued	17
Discontinued - conduct issue to LSS	1
Total	83

Determination	
Complaint upheld	26
Complaint not upheld	126
Complaint partially upheld	84
Discontinued - complainer withdraws complaint	1
Total	237