

Complaint outcomes by stage up to Q2 2017-18

<u>Ineligible complaints</u>	2017/18 Q1	2017/18 Q2	Total
Out of Jurisdiction	8	3	11
Out of Time	14	10	24
FVTWM	23	18	41
No interest to make a complaint	0	0	0
Resolved	31	46	77
Withdrawn	34	6	40
Multiple reasons reject	4	6	10
Discontinued (non-cooperation)	7	6	13
Premature	69	71	140
Total	190	166	356

<u>Eligible complaints</u>	2017/18 Q1	2017/18 Q2	Total
Service	66	53	119
Conduct Complaint	56	42	98
Hybrid service first	31	20	51
Hybrid conduct first	9	7	16
Out of Time- exceptional circumstances	6	2	8
Total	168	124	292

<u>Mediation outcomes</u>	2017/18 Q1	2017/18 Q2	Total
Complaint resolved by mediation	8	6	14
Complaint not resolved – mediation unsuccessful	11	4	15
Discontinued – complainer withdraws complaint	1	1	2
Resolved without meeting	4	6	10
Mediation inappropriate	4	9	13
No agreement to mediate	26	27	53
Total	54	53	107

<u>Investigation outcomes</u>	2017/18 Q1	2017/18 Q2	Total
Settled by agreement (pre-report)	5	10	15
Settled - upheld & part upheld	9	17	26
Not settled - upheld & part upheld	23	15	38
Settled - not upheld	4	3	7
Not settled - not upheld	30	14	44
Settled by agreement (post-report)	4	4	8
Discontinued or Withdrawn	5	7	12
Total	80	70	150

<u>Determination outcomes</u>	2017/18 Q1	2017/18 Q2	Total
Not upheld	14	23	37
Partially upheld	11	18	29
Upheld	2	5	7
Total	27	46	73