

**Complaint outcomes, by stage, for reporting period from 01/07/2015 to 30/06/2016**

<b>Eligible complaints</b>	
Service	136
Conduct Complaint	70
Hybrid service first	103
Hybrid conduct first	92
Out of Time- exceptional circumstances	5
<b>Total</b>	<b>406</b>

<b>Ineligible complaints</b>	
Premature	259
Out of Jurisdiction	1
Out of Time	71
FVTWM	131
No interest to make a complaint	3
Multiple reasons reject	18
<b>Total</b>	<b>483</b>

<b>Other complaints received</b>	
Resolved	110
Withdrawn	43
Discontinued (non-cooperation)	32
<b>Total</b>	<b>185</b>

<b>Mediation outcomes</b>	
Complaint resolved by mediation	24
Discontinued – complainer withdraws complaint	2
Resolved without meeting	18
<b>Total</b>	<b>44</b>

<b>Investigation outcomes</b>	
Settled by agreement (pre-report)	45
Settled - upheld & part upheld	54
Settled - not upheld	9
Discontinued	18
<b>Total</b>	<b>126</b>

<b>Determination outcomes</b>	
Not upheld	44
Partially upheld	35
Upheld	23
<b>Total</b>	<b>102</b>