

## Appendix 1

Stage 1 - Formal Complaints by Month									
2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Month 2017/2018	Total	Average Working Days to Respond	Number Outside 10 Working Day Target	Percentage Responded in 10 Working Days
9	9	13	8	10	April	5	7.2	2	60.0%
12	7	10	3	5	May	4	8.3	1	75.0%
12	9	14	7	16	June	8	6.9	2	75.0%
<b>33</b>	<b>25</b>	<b>37</b>	<b>18</b>	<b>31</b>	<b>Quarter 1</b>	<b>17</b>	<b>7.3</b>	<b>5</b>	<b>70.6%</b>
10	11	15	10	9	July	10	3.5	0	100.0%
10	7	9	16	16	August	16	6.1	1	93.8%
8	14	14	18	4	September	7	6.1	2	71.4%
<b>28</b>	<b>32</b>	<b>38</b>	<b>44</b>	<b>29</b>	<b>Quarter 2</b>	<b>33</b>	<b>5.3</b>	<b>3</b>	<b>90.9%</b>
4	12	9	15	4	October	11	10.5	5	54.5%
8	13	9	9	14	November	5	5.8	1	80.0%
2	6	7	13	5	December	6	8	1	83.3%
<b>14</b>	<b>31</b>	<b>25</b>	<b>37</b>	<b>23</b>	<b>Quarter 3</b>	<b>22</b>	<b>8.7</b>	<b>7</b>	<b>68.2%</b>
5	9	7	5	7	January	10	4.5	1	90.0%
10	14	15	9	5	February	9	7.2	2	77.8%
5	7	2	5	8	March	6	4.5	0	100.0%
<b>20</b>	<b>30</b>	<b>24</b>	<b>19</b>	<b>20</b>	<b>Quarter 4</b>	<b>25</b>	<b>5.5</b>	<b>3</b>	<b>88.0%</b>
<b>95</b>	<b>118</b>	<b>124</b>	<b>118</b>	<b>103</b>	<b>Annual</b>	<b>97</b>	<b>6.2</b>	<b>18</b>	<b>81.4%</b>

Stage 2 - Escalation to Assistant Director / Director by Quarter									
2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Month 2017/2018	No	Average Working Days to Respond	Number Outside 10 Working Day Target	Percentage Responded in 10 Working Days
6	5	4	4	1	Quarter 1	6	9.3	2	66.7%
5	3	3	3	5	Quarter 2	6	8.2	1	83.3%
3	1	2	2	4	Quarter 3	3	7	1	66.7%
1	4	1	1	5	Quarter 4	4	11	2	50.0%
<b>15</b>	<b>13</b>	<b>10</b>	<b>10</b>	<b>15</b>	<b>Annual</b>	<b>19</b>	<b>8.9</b>	<b>6</b>	<b>68.4%</b>

Stage 3 - Escalation to Chief Executive by Quarter									
2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Month 2017/2018	No	Average Working Days to Respond	Number Outside 15 Working Day Target	Percentage Responded in 15 Working Days
6	0	4	4	1	Quarter 1	2	11.0	0	100.0%
5	3	3	3	1	Quarter 2	4	13.3	3	25.0%
2	0	4	4	3	Quarter 3	3	15.3	1	66.7%
1	2	1	1	4	Quarter 4	1	4.0	0	100.0%
<b>14</b>	<b>5</b>	<b>12</b>	<b>12</b>	<b>9</b>	<b>Annual</b>	<b>10</b>	<b>12.5</b>	<b>4</b>	<b>60.0%</b>