

Q3 Initial Complaints Update – 2018/2019

Total Volume of Complaints Q2					
Quarter	Received	Acknowledgement provided within SLA	Response provided within SLA	Response provided out of SLA	Awaiting Response
Q3	13	100% (13)	53.85% (7)	7.69% (1)	38.46% (5)

Breakdown by Type – Oct to Dec 2018					
Complaint by Type	Received	Acknowledgement provided within SLA	Response provided within SLA	Response provided out of SLA	Awaiting Response
Service Delay	6 (46.15%)	5 (83.33%)	3 (50%)	-	3 (50%)
Data Breach	1 (7.69%)	1 (100%)	-	-	1 (100%)
Lack of Communication	4 (30.77%)	4 (100%)	2 (50%)	1 (25%)	1 (25%)
Legislative Provisions	-	-	-	-	-
Quality of Service	2 (15.38%)	2 (100%)	2 (100%)	-	-
Technology Issues	-	-	-	-	-

Breakdown by Resolution – Oct to Dec 2018	
Resolution Method	Percentage
Explanation	2 (25%)
Apology	4 (50%)
Complaint Closed/Withdrawn	2 (25%)

*Due to five outstanding complaints to still be resolved, breakdown by resolution will only total eight.

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