

Annex 4 – Q3 Initial Complaints Update – 2019/2020

Total Volume of Complaints Q3					
Quarter	Received	Acknowledgement provided within SLA	Response provided within SLA	Response provided out of SLA	Awaiting Response
Q3	18	100% (18/18)	83.33% (15/18)	5.56% (1/18)	11.11% (2/18)

Breakdown by Type – Jul to Sep 2019					
Complaint by Type	Received	Acknowledgement provided within SLA	Response provided within SLA	Response provided out of SLA	Awaiting Response
Service Delay	7 (38.89%)	7 (100%)	4 (57.14%)	1 (14.29%)	2 (28.57%)
Data Breach	-	-	-	-	-
Lack of Communication	2 (11.11%)	2 (100%)	2 (100%)	-	-
Legislative Provisions	-	-	-	-	-
Quality of Service	9 (50%)	9 (100%)	8 (88.89%)	1 (11.11%)	-
Technology Issues	-	-	-	-	-

Breakdown by Resolution – Jul to Sep 2019 *	
Resolution Method	Percentage
Explanation	5 (31.25%)
Apology	9 (56.25%)
Complaint Closed/Withdrawn	1 (6.25%)
Other	1 (6.25%)

*Two complaints outstanding

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