

Q4 Initial Complaints Update – 2019/2020

Total Volume of Complaints Q4					
Quarter	Received	Acknowledgement provided within SLA	Response provided within SLA	Response provided out of SLA	Awaiting Response
Q4	6	66.67% (4/6)	66.67% (4/6)	-	33.33% (2/6)

Breakdown by Type – Oct to Dec 2019					
Complaint by Type	Received	Acknowledgement provided within SLA	Response provided within SLA	Response provided out of SLA	Awaiting Response
Service Delay	6 (100%)	4 (66.67%)	4 (66.67%)	-	2 (33.33%)
Data Breach	-	-	-	-	-
Lack of Communication	-	-	-	-	-
Legislative Provisions	-	-	-	-	-
Quality of Service	-	-	-	-	-
Technology Issues	-	-	-	-	-

Breakdown by Resolution – Oct to Dec 2019 *	
Resolution Method	Percentage
Explanation	3 (75%)
Apology	1 (25%)
Complaint Closed/Withdrawn	-
Other	-

*Two complaints outstanding

This page is intentionally left blank