

Q2 Initial Complaints Update – 2020/2021

Total Volume of Complaints Q2					
Quarter	Received	Acknowledgement provided within SLA	Response provided within SLA	Response provided out of SLA	Awaiting Response
Q2	4	100%	100%	-	0%

Breakdown by Type – Jun to Sep 2020					
Complaint by Type	Received	Acknowledgement provided within SLA	Response provided within SLA	Response provided out of SLA	Awaiting Response
Service Delay	-	-	-	-	-
Data Breach	-	-	-	-	-
Lack of Communication	1	100%	100%	-	-
Legislative Provisions	-	-	-	-	-
Quality of Service	-	-	-	-	-
Technology Issues	-	-	-	-	-
Other	3	100%	100%	-	-

Breakdown by Resolution – Jun – Sep 2020	
Resolution Method	Percentage
Explanation	3 (75%)
Apology	1 (25%)
Complaint Closed/Withdrawn	-
Other	-

This page is intentionally left blank