

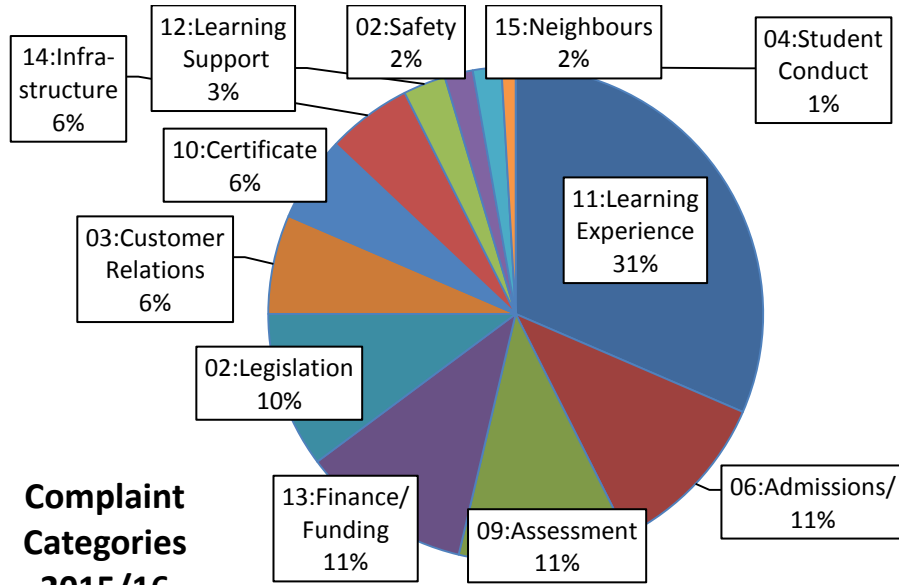
**COMPLAINTS RECEIVED BY MONTH & YEAR-TO-DATE**

- This month we received 5 complaints ( 4 closed , 1 open)
- Year-to-date we have received 113 complaints (112 closed, 1 open) compared with 92 for the same period last representing an **increase of 14%**.

**PERFORMANCE VS RESPONSE TIME TARGETS (YEAR-TO-DATE)**

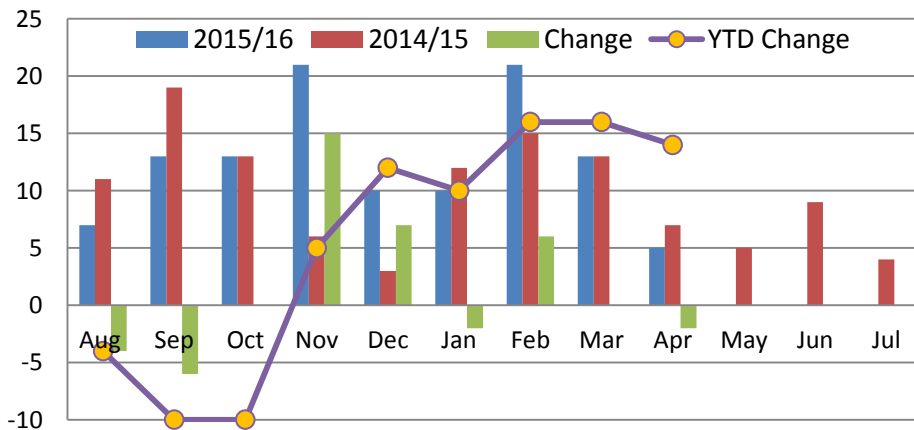
We measure our performance of responding to complaints against the target set for each of the possible stages of our complaint handling.

Complaint Stage	Target Response	No. Closed	No. Closed on Target	% Closed on Target	Average Response
Stage 1	<=5 wd	76	69	91%	3.7 wd
Stage 2	<= 20 wd	21	10	48%	21.7 wd
Escalated to Stage 2	<= 20wd	7	7	100%	13.1 wd
<b>Overall</b>	-	<b>104</b>	<b>86</b>	<b>83%</b>	<b>7.9 wd</b>



**Complaint Categories 2015/16**

**Complaints Raised 2015/16 vs. 2014/15**



**Complaint Categories 2015/16 vs 2014/15**

