

Appendix 1

Summary of Complaints Received 1 January 2017 to 31 May 2018

	Cases received (*denotes unitary cllr)	Cases open (cumulative)	Assessed investigation	Assessed no further action	Assessed alternative resolution/ *complaint withdrawn	Pending assessment (*assessed & decision notice being finalised)	Other	Cases closed	Requests for review received
2018									
January	5 & 1*	14	0	6	0	0	0	7	2 (upheld)
February	0	12	0	0	0	0	0	2	0
March	1*	10	0	0	0	1*	0	3	4 (upheld)
April	3 & 2*	9	0	0	0	3* & 1	1*	6	0
May	7 & 1*	17	0	0	0	8	0	0	0
	20	N/A	0	6	0	13	1	18	6

* further information not provided – complaint not taken forward