

## Appendix 1

### Summary of Complaints Received 1 January 2017 to 28 August 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Cases open (cumulative)	Assessed investigation	Assessed no further action	Assessed alternative resolution/ *complaint withdrawn	Pending assessment (*assessed & decision notice being finalised)	Other	Cases closed	Requests for review received
<b>2018</b>									
<b>January</b>	5 & 1*	14	0	6	0	0	0	7	2 (upheld)
<b>February</b>	0	12	0	0	0	0	0	2	0
<b>March</b>	1*	10	1	0	0	0	0	3	4 (upheld)
<b>April</b>	3 & 2*	9	1	2	1	0	1*	6	0
<b>May</b>	7 & 1*	17	1	6	0	0	1*	0	1 (upheld)
<b>June</b>	5 & 1*	20	1	2	0	0	2* & 1**	3	0
<b>July</b>	5	22	0	2	0	3	0	3	5 (upheld)
<b>August</b>	5 & 4*	21	0	0	0	9	0	10	1(pending)
	<b>40</b>	<b>N/A</b>	<b>4</b>	<b>18</b>	<b>1</b>	<b>12</b>	<b>5</b>	<b>34</b>	<b>13</b>

\* further information not provided – complaint not taken forward

\*\* subject member resigned – complaint not taken forward