

Appendix 1

Summary of Complaints Received 1 January 2017 to 20 December 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open (cumulative) | Assessed investigation | Assessed no further action | Assessed alternative resolution/ *complaint withdrawn | Pending assessment (*assessed & decision notice being finalised) | Other | Cases closed | Requests for review received |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 | 1 | 0 | 0 | 0 | 0 | 3 | 4 (upheld) |
| April | 3 & 2* | 9 | 1 | 2 | 1 | 0 | 1* | 6 | 0 |
| May | 7 & 1* | 17 | 1 | 6 | 0 | 0 | 1* | 0 | 1 (upheld) |
| June | 5 & 1* | 20 | 1 | 2 | 0 | 0 | 2* & 1** | 3 | 0 |
| July | 5 | 22 | 2 | 2 | 0 | 0 | 1* | 3 | 5 (upheld) |
| August | 5 & 4* | 20 | 2 | 7 | 0 | 0 | 0 | 11 | 1 (upheld) |
| September | 2 & 1* | 20 | 0 | 2 | 0 | 0 | 1* | 3 | 1 (upheld) |
| October | 1 | 17 | 0 | 0 | 0 | 1 | 0 | 4 | 2 (upheld) |
| November | 2 & 1* | 17 | 0 | 0 | 0 | 3 | 0 | 3 | 3 (upheld) |
| December | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | 47 | N/A | 8 | 27 | 1 | 4 | 7 | 45 | 19 |

* further information not provided – complaint not taken forward

** subject member resigned – complaint not taken forward