

Code of Conduct Complaints - Status Report

Complaints received and progressed under new arrangements

2012	Cases received	Cases open (cumulative)	Assessed investigation	Assessed no further action	Assessed alternative resolution/complaint withdrawn	Pending assessment	Cases closed	Appeals received
May	3	3	0	3	0	0	0	0
June	5	8	1	4	0	0	0	0
July	5	13	0	5	0	0	0	0
August	3	16	0	3	0	0	0	0
September	0	10	0	0	0	0	6	3 (not upheld)
October	4	13	0	4	0	0	1	1 (not upheld)
November	3	9	0	3	0	0	7	0
December	2	11	0	2	0	0	0	0
2013								
January	5	13	0	4	1*	0	3	4 (not upheld)
February	1	12	0	1	0	0	2	1 (not upheld)
March	1	4	0	1	0	0	9	0
April	2	6	0	1	1**	0	0	1 (not upheld)
May	2	5	0	1	1***	0	3	1 (refused)
June	0	4	0	0	0	0	1	0
July	3	3	0	1	2 (1** & 1****)	0	4	0
August	1	2	0	0	0	1	2	0
September	2	4	0	1	1 (not CoC)	0	0	0
October	1	5	0	0	1***	0	0	0
November	3	8	0	3	0	0	0	0
December	3	11	0	0	0	3	0	1 not upheld & 1 pending
Totals	49	n/a	1	37	7	4	38	13

*request by complainant for anonymity refused – complaint withdrawn

** clarification not supplied within time limit

***withdrawn following informal resolution prior to assessment

**** withdrawn by complainant