

Stage One – Statutory and Non-statutory Complaints

Stage 1 Complaints	Upheld	Partially Upheld	Not Upheld	Other	Grand Total
2020/21	5	13	5	4	27
2021/22	9	10	14	5	38
2022/23	4	18	13	4	39
2023/24 (to date)	1	2		5	8
Grand Total	19	43	32	18	112

Stage Two - Statutory and Non-statutory Complaints

Stage 2 Complaints	Upheld	Partially Upheld	Not Upheld	Other	Grand Total
2020/21		3	2		5
2021/22	2	5	4		11
2022/23	1	3	1	2	7
2023/24 (to date)				1	1
Grand Total	3	11	7	3	24

Stage Three – Statutory Complaints*

Stage 3 Complaints	Upheld	Partially Upheld	Not Upheld	Other	Grand Total
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2020/21					0
2021/22		1			1
2022/23	1	4		1	6
2023/24 (to date)					0
Grand Total	1	5	0	1	7

* The non-statutory complaints process only has two stages