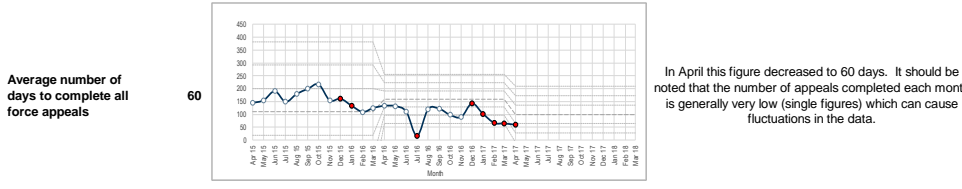
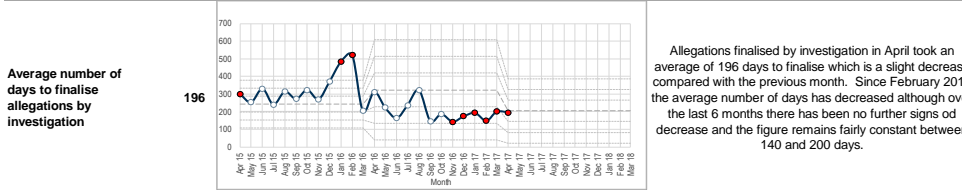
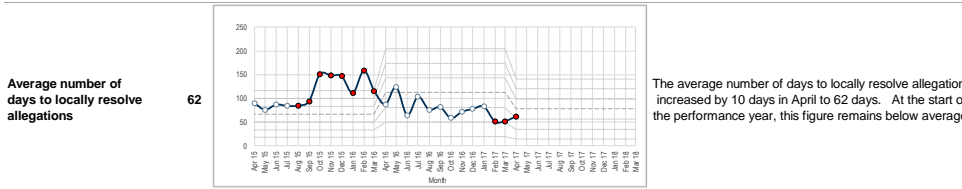


Complaints Performance

April 2017

Key Indicator	Latest Performance	Graph	Comments
Number of Complaint cases recorded	33		The number of Complaints recorded in April has decreased to 33. This is a significant drop and is below the lower control limit. This is also the lowest monthly number of Complaints recorded over the past 2 years.
Number of Service Recoveries	23		In general the number each month has been fairly consistent - around 20. The highest number recorded so far was in July 2016 (28). The number actioned in April was 23, an increase compared with the previous month.
Number of Service Recoveries compared with the number of Complaints (From April 2015)			The purpose of this chart is to ascertain whether there are any discernable patterns with regards to the number of Complaints and Service Recoveries recorded each month. The number of Complaints dropped to 33 in April whilst the number of service recoveries increased slightly with 23 actioned in April.
Number of Allegations recorded	74		More recently the trend had been one of increase each month with regards to the number of allegations recorded. However, in April, there was a sharp drop in the number of allegations recorded, falling to 74 which is the lowest figure recorded for the past 2 years.
% Complaint cases recorded within 10 working days	88%		Since achieving the maximum rate of Compliance in December the Compliance rate has dropped over the past couple of months. 88% of Complaint cases were recorded within 10 working days in April.
Average number of days to finalise complaint cases (not including sub justice days)	101		An average of 101 days to finalise cases (excluding sub justice days) was recorded in April which is a decrease compared with last month.
Average number of days to finalise complaint cases (including sub justice)	104		The pattern in this graph is the same as the above graph which excluded sub justice, indicating that the inclusion of sub justice days makes very little impact on the average number of days to finalise cases. The figure recorded in April fell to 104 days.
Number of outstanding Complaints cases at end of reporting period (Local Resolution and Investigation)	138		The number of outstanding cases being dealt with via local resolution or investigation stands at 138 at the end of April, which is a decrease compared with the previous month. (These figures do not include disapplication cases)
Number of outstanding Complaints cases at end of reporting period by year.	138		At the end of the reporting period a quarter of outstanding cases (35) are from 2016 and just under three-quarters are from 2017. There is one case outstanding from 2015. (These figures include disapplication cases)



% Force investigation appeals upheld

Investigation	2014 - 2015				2015 - 2016				2016 - 2017			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Valid Completed	0	3	7	4	6	4	2	0	0	0	0	0
Valid upheld	0	0	1	1	3	0	0	0	0	0	0	0
% Upheld	0%	0%	14%	25%	50%	0%	0%	0%	0%	0%	0%	0%

During 2016/17 there have been no valid force investigation appeals completed or upheld. [This will be updated in July after completion of the next quarter.](#)

% Force local resolution appeals upheld

Local Resolution	2014 - 2015				2015 - 2016				2016 - 2017			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Valid Completed	0	0	7	3	9	3	5	13	18	16	10	10
Valid upheld	0	0	1	1	3	1	1	1	0	2	1	0
% Upheld	0%	0%	14%	33%	33%	33%	20%	8%	0%	13%	10%	0%

During 2016/17 54 valid appeals were completed with 3 being upheld. This is higher than the total number recorded for the whole of last year (30) and indicates that there has been a rise in the number of valid local resolution appeals. This may be a consequence of the increased number of Complaints that are dealt with by local resolution. [This will be updated in July after completion of the next quarter.](#)

% Force disapplication appeals upheld

Disapplication	2014 - 2015				2015 - 2016				2016 - 2017			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Valid Completed	2	0	0	5	2	1	0	2	1	6	1	6
Valid upheld	0	0	0	0	1	0	0	0	0	0	0	1
% Upheld	0%	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%	17%

During 2016/17 14 Disapplication appeals were completed and 1 was upheld. [This will be updated in July after completion of the next quarter.](#)