

Quarterly Complaints Reporting

| Q3 2023/24 | | | | | | | |
|-----------------|---------------------------------------|--------------------------------------|---|---|--|---|-----------------|
| | Carried forward from previous quarter | Complaints received (current period) | Complaints closed / outcome (current quarter) | | | | Carried forward |
| | | | Upheld | Not upheld | Partially upheld | Withdrawn | |
| Delays | 32 | 26 | 32 | 4 | 3 | 0 | 19 |
| General Service | 25 | 22 | 15 | 6 | 4 | 0 | 22 |
| Payroll | 2 | 1 | 3 | 0 | 0 | 0 | 0 |
| Regulatory | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Totals | 59 | 50 | 50 | 10 | 7 | 0 | 42 |
| | | | Upheld Complaint is justified and errors/ omissions occurred. | Not Upheld Complaint is not justified and no errors/omissions occurred. | Partially Upheld Part of the complaint is justified and part is not. | Withdrawn Member has withdrawn their complaint. | |