

**Service Delivery Complaints 1<sup>st</sup> July 2021 to 30<sup>th</sup> September 2021**

<b>Stage of Complaint</b>	<b>Number</b>	<b>Complaints closed in full</b>	<b>Average Days</b>	<b>Upheld</b>	<b>Partially upheld</b>	<b>Not upheld</b>	<b>Resolved</b>
<b>Frontline Complaints</b>	<b>16</b>	<b>16</b>	<b>1.69</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>3</b>
<b>Stage 2 Complaints</b>	<b>2</b>	<b>2</b>	<b>12.59</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>