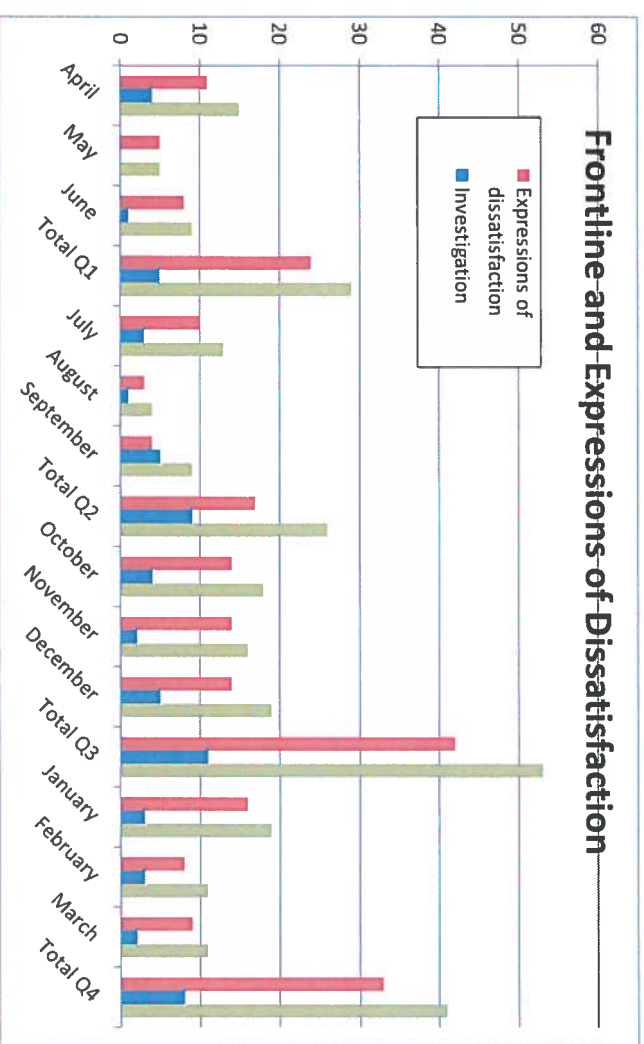
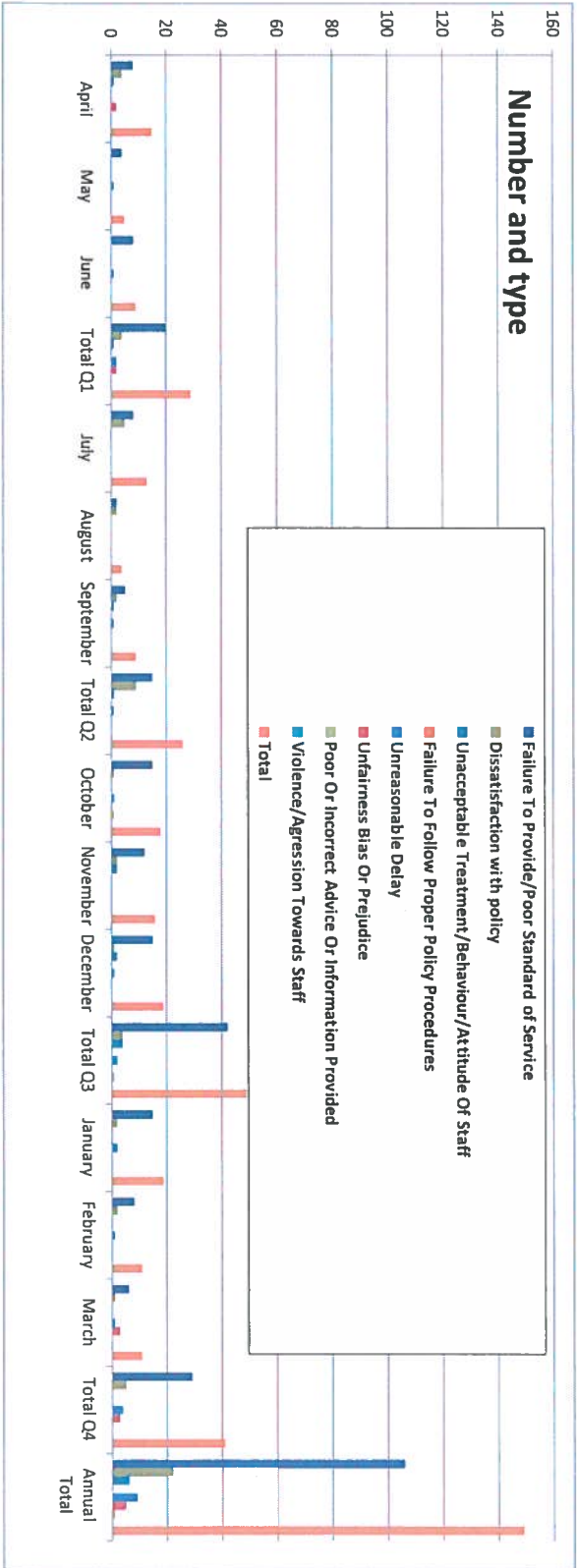


Month	Expressions of dissatisfaction	Investigation	Total
April	11	4	15
May	5	0	5
June	8	1	9
Total Q1	24	5	29
July	10	3	13
August	3	1	4
September	4	5	9
Total Q2	17	9	26
October	14	4	18
November	14	2	16
December	14	5	19
Total Q3	42	11	53
January	16	3	19
February	8	3	11
March	9	2	11
Total Q4	33	8	41
Annual Total	116	33	149



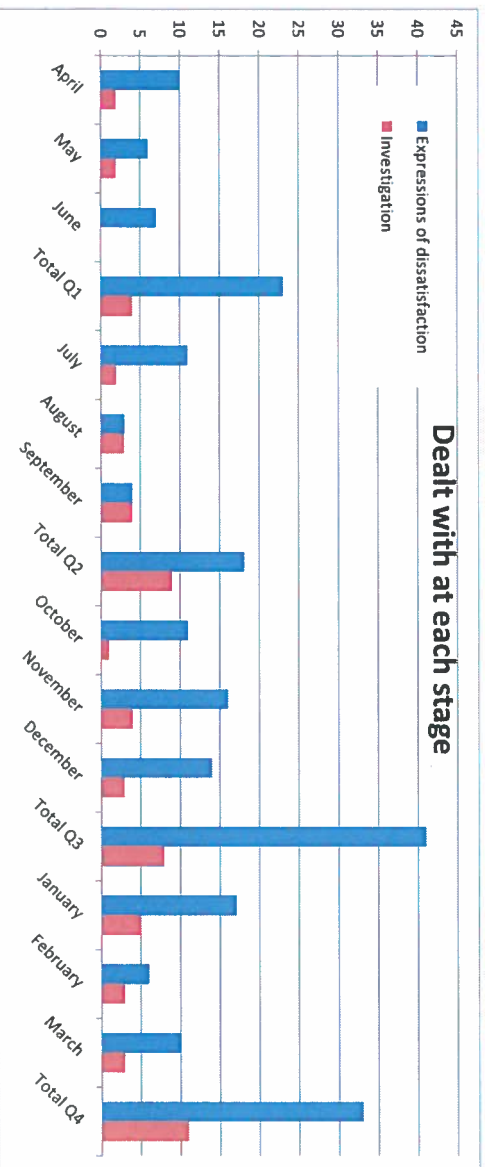
Number of Complaints/Expressions of dissatisfaction per month 2015-16

Month	Failure To Provide/Poor Standard of Service		Unacceptable Treatment/Behaviour/Attitude Of Staff		Failure To Follow Proper Policy Procedures		Unreasonable Delay		Unfairness Bias Or Prejudice		Poor Or Incorrect Advice		Violence/Aggression Towards Staff		Total
	Failure To Provide/Poor Standard of Service	Dissatisfaction with policy	Unacceptable Treatment/Behaviour/Attitude Of Staff	Failure To Follow Proper Policy Procedures	Unreasonable Delay	Unfairness Bias Or Prejudice	Poor Or Incorrect Advice	Violence/Aggression Towards Staff							
April	8	4	1	0	0	2	0	0	0	0	0	0	0	15	
May	4	0	0	0	1	0	0	0	0	0	0	0	0	5	
June	8	0	0	0	1	0	0	0	0	0	0	0	0	9	
Total Q1	20	4	1	0	2	2	0	0	0	0	0	0	0	29	
July	8	5	0	0	0	0	0	0	0	0	0	0	0	13	
August	2	2	0	0	0	0	0	0	0	0	0	0	0	4	
September	5	2	1	0	1	0	0	0	0	0	0	0	0	9	
Total Q2	15	9	1	0	1	0	0	0	0	0	0	0	0	26	
October	15	1	0	0	1	0	1	0	0	0	0	0	0	18	
November	12	2	2	0	0	0	0	0	0	0	0	0	0	16	
December	15	1	2	0	1	0	0	0	0	0	0	0	0	19	
Total Q3	42	4	4	0	2	0	1	0	0	0	0	0	0	53	
January	15	2	0	0	2	0	0	0	0	0	0	0	0	19	
February	8	2	0	0	1	0	0	0	0	0	0	0	0	11	
March	6	1	0	0	1	3	0	0	0	0	0	0	0	11	
Total Q4	29	5	0	0	4	3	0	0	0	0	0	0	0	41	
Annual Total	106	22	6	0	9	5	1	0	0	0	0	0	0	149	



Number of Complaints/Expressions of dissatisfaction dealt with each month 2015-16

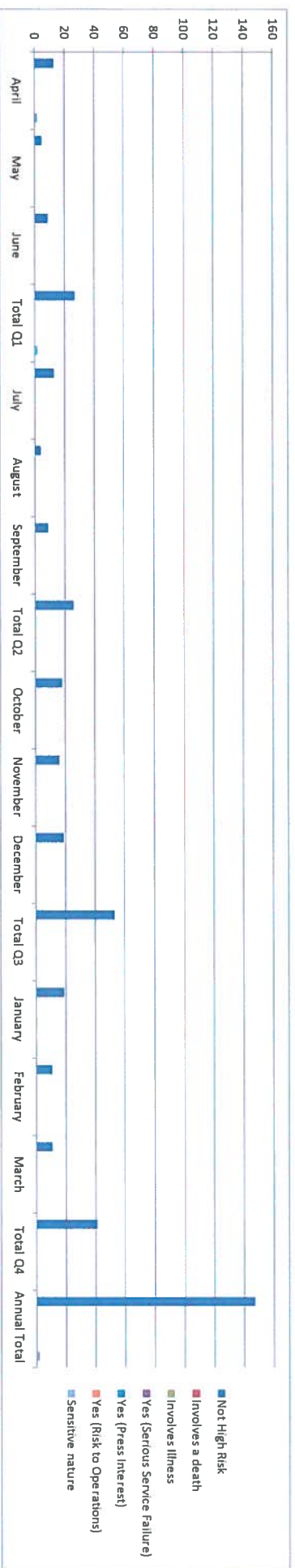
Month	Expressions of dissatisfaction	Investigation	Number
April	10	2	12
May	6	2	8
June	7	0	7
Total Q1	23	4	27
July	11	2	13
August	3	3	6
September	4	4	8
Total Q2	18	9	27
October	11	1	12
November	16	4	20
December	14	3	17
Total Q3	41	8	49
January	17	5	22
February	6	3	9
March	10	3	13
Total Q4	33	11	44
Annual Total	115	32	147



Percentage of complaints and expressions of dissatisfaction resolved within target

Month	Expressions			Investigation		
	Number	Within Target	% within target	Number	Within target	% within target
April	11	10	90.9%	4	4	100.0%
May	5	5	100.0%	0	0	n/a
June	8	8	100.0%	1	1	100.0%
Total Q1	24	23	95.8%	5	5	100.0%
July	10	10	100.0%	3	3	100.0%
August	3	3	100.0%	1	1	100.0%
September	4	4	100.0%	5	5	100.0%
Total Q2	17	17	100.0%	9	9	100.0%
October	14	12	85.7%	4	3	75.0%
November	14	13	92.9%	2	2	100.0%
December	14	13	92.9%	5	3	60.0%
Total Q3	42	38	90.5%	11	8	72.7%
January	16	15	93.8%	3	3	100.0%
February	8	8	100.0%	3	3	100.0%
March	8	8	100.0%	1	1	100.0%
Total Q4	32	31	96.9%	7	7	100.0%
Annual Total	115	109	94.8%	32	29	90.6%

Month	Number of High Risk Investigations / Expressions of dissatisfaction per month										Total
	Not High Risk	Involves a death	Involves illness	Yes (Serious Service Failure)	Yes (Press Interest)	Yes (Risk to Operations)	Sensitive nature				
April	13	0	0	0	0	0	0	0	0	0	15
May	5	0	0	0	0	0	0	0	0	0	5
June	9	0	0	0	0	0	0	0	0	0	9
Total Q1	27	0	0	0	0	0	0	0	0	2	29
July	13	0	0	0	0	0	0	0	0	0	13
August	4	0	0	0	0	0	0	0	0	0	4
September	9	0	0	0	0	0	0	0	0	0	9
Total Q2	26	0	0	0	0	0	0	0	0	0	26
October	18	0	0	0	0	0	0	0	0	0	18
November	16	0	0	0	0	0	0	0	0	0	16
December	19	0	0	0	0	0	0	0	0	0	19
Total Q3	53	0	0	0	0	0	0	0	0	0	53
January	19	0	0	0	0	0	0	0	0	0	19
February	11	0	0	0	0	0	0	0	0	0	11
March	11	0	0	0	0	0	0	0	0	0	11
Total Q4	41	0	0	0	0	0	0	0	0	0	41
Annual Total	147	0	0	0	0	0	0	0	0	2	149



Summary of Corrective Action Taken

Month	Verbal Apology	Written Apology	Physical Remediation	Amendment to Policy	Amendment to Service	Ex Gratia Payment	Total
April	4	1	2	0	1	0	8
May	0	0	0	0	0	0	0
June	5	1	1	0	0	0	7
Total Q1	9	2	3	0	1	0	15
July	5	1	2	0	1	0	9
August	2	0	1	0	0	0	3
September	4	2	0	0	0	1	7
Total Q2	11	3	3	0	1	1	19
October	6	3	4	0	0	0	13
November	3	1	3	0	0	0	7
December	9	0	2	0	0	1	12
Total Q3	18	4	9	0	0	1	32
January	4	1	5	0	0	0	10
February	4	1	3	0	0	0	8
March	2	1	4	0	0	0	7
Total Q4	10	3	12	0	0	0	25
Annual Total	48	12	27	0	2	2	91

