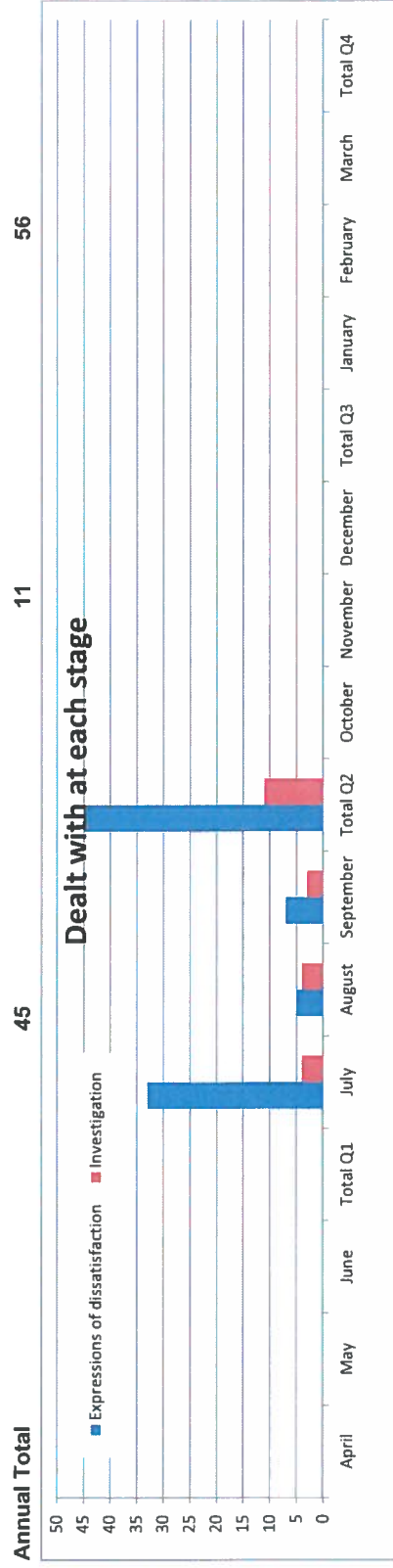


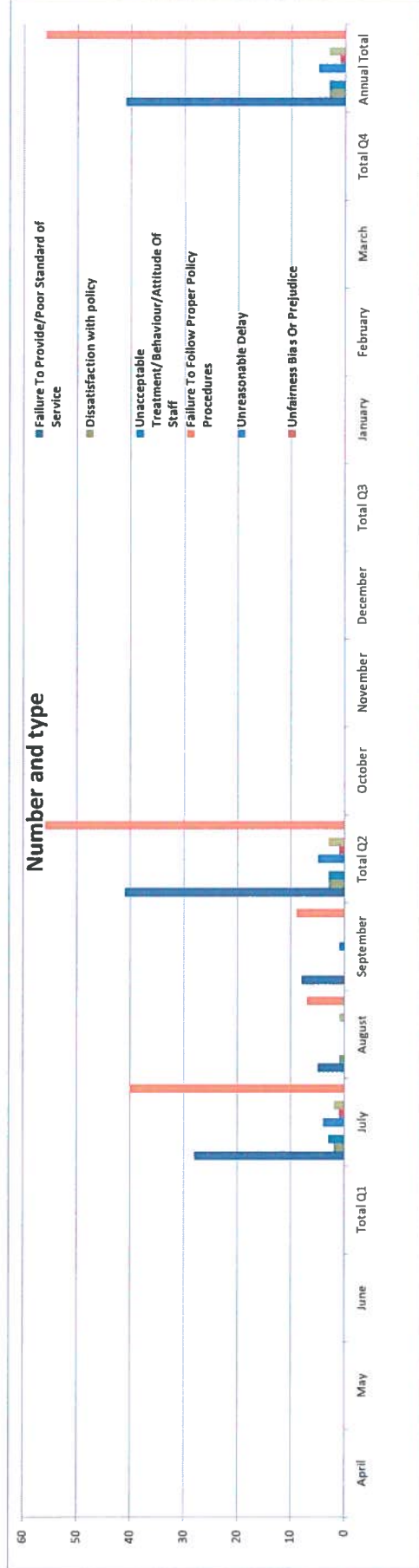
Number of Complaints/Expressions of dissatisfaction dealt with each month 2016-17

Month	Expressions of dissatisfaction	Investigation	Number
April	0	0	0
May	0	0	0
June	0	0	0
Total Q1	0	0	0
July	33	4	37
August	5	4	9
September	7	3	10
Total Q2	45	11	56
October	0	0	0
November	0	0	0
December	0	0	0
Total Q3	0	0	0
January	0	0	0
February	0	0	0
March	0	0	0
Total Q4	0	0	0



Number of Complaints/Expressions of dissatisfaction per month 2016-17

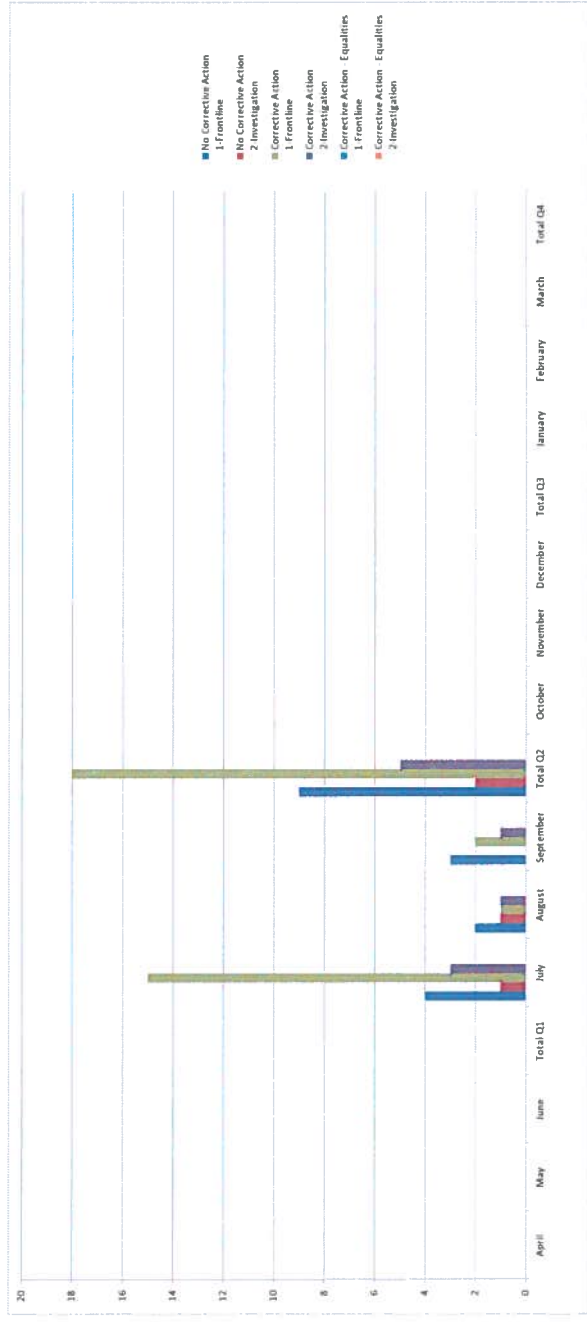
Month	Failure To Provide/Poor Standard of Service	Dissatisfaction with policy	Unacceptable Treatment/Behaviour/Attitude Of Staff	Failure To Follow Proper Policy Procedures	Unreasonable Delay	Unfairness Bias Or Prejudice	Poor Or Incorrect Advice Or Information Provided	Violence/Aggressi on Towards Staff	Total
April	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0
Total Q1	0	0	0	0	0	0	0	0	0
July	28	2	3	0	4	1	2	0	40
August	5	1	0	0	0	0	1	0	7
September	8	0	0	0	1	0	0	0	9
Total Q2	41	3	3	0	5	1	3	0	56
October	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0	0	0
Total Q3	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0
Total Q4	0	0	0	0	0	0	0	0	0
Annual Total	41	3	3	0	5	1	3	0	56



Percentage of complaints and expressions of dissatisfaction resolved within target

Month	Expressions		Investigation	
	Number	Within Target % within target	Number	Within target % within target
April	0	n/a	0	n/a
May	0	n/a	0	n/a
June	0	n/a	0	n/a
Total Q1	0	n/a	0	n/a
July	33	100.0%	6	85.7%
August	5	100.0%	2	100.0%
September	7	100.0%	2	100.0%
Total Q2	45	100.0%	10	90.9%
October	0	n/a	0	n/a
November	0	n/a	0	n/a
December	0	n/a	0	n/a
Total Q3	0	n/a	0	n/a
January	0	n/a	0	n/a
February	0	n/a	0	n/a
March	0	n/a	0	n/a
Total Q4	0	n/a	0	n/a
Annual Total	45	100.0%	11	90.9%

Month	Number of Complaints/Expressions of dissatisfaction per month Resulting in Corrective Action			
	No Corrective Action 1-Frontline	No Corrective Action 2-Investigation	Corrective Action 1-Frontline	Corrective Action 2-Investigation
April	0	0	0	0
May	0	0	0	0
June	0	0	0	0
Total Q1	0	0	0	0
July	4	1	15	3
August	2	1	1	1
September	3	0	2	1
Total Q2	9	2	18	5
October	0	0	0	0
November	0	0	0	0
December	0	0	0	0
Total Q3	0	0	0	0
January	0	0	0	0
February	0	0	0	0
March	0	0	0	0
Total Q4	0	0	0	0
Annual Total	9	2	18	5



Summary of Corrective Action Taken

Month	Verbal Apology	Written Apology	Physical Remediation	Amendment to Policy	Amendment to Service	Ex Gratia Payment	Total
April	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0
Total Q1	0	0	0	0	0	0	0
July	6	2	9	0	0	1	18
August	0	1	0	0	0	1	2
September	0	0	2	0	0	1	3
Total Q2	6	3	11	0	0	3	23
October	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0
Total Q3	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0
Total Q4	0	0	0	0	0	0	0
Annual Total	6	3	11	0	0	3	23

