

Complaints Received Quarter 1 2018/19	Stage 1 complaints		Stage 2 complaints	
	Number	Percentage	Number	Percentage
Complaints Related to Equalities Issues	0	0%	0	0%
Complaints Related to Other Issues	10	100%	1	100%
Total Number of Complaints	10		1	
Responded to in full	10	100%	1	100%
Complaints Fully Upheld	3	30%	0	0%
Complaints not Upheld	4	40%	1	100%
Partially Upheld	3	30%	0	0%
Responded within SPSO timescales (Stage 1 - 5 days, Stage 2 - 20 days)	5	50%	0	0%
Average time in working days for full response	9		22	
Number of complaints granted an extension	0	0%	0	0%
On-going outwith SPSO timescales	0	0%	0	0%