

Complaints Received Quarter 2 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	6	100%	1	100%
Total Number of Complaints	6		1	
Responded to in full	6	100%	1	100%
Complaints Fully Upheld	2	33%	0	0%
Complaints not Upheld	3	50%	0	100%
Partially Upheld	1	17%	0	0%
Responded within SPSO timescales (Stage 1 - 5 days, Stage 2 - 20 days)	6	100%	0	0%
Average time in working days for full response	3		38	
Number of complaints granted an extension	0		1	
On-going outwith SPSO timescales			0	

