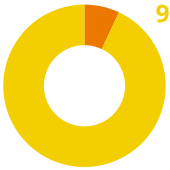
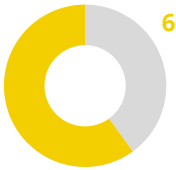
Stage One

Responded or acknowledged late
Responded and acknowledged on time

Complaints received	% Compliant with target times	Average time to respond	Percentage upheld
56	92.9	8.0	60%

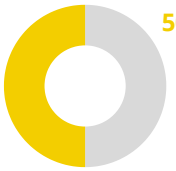




Stage Two

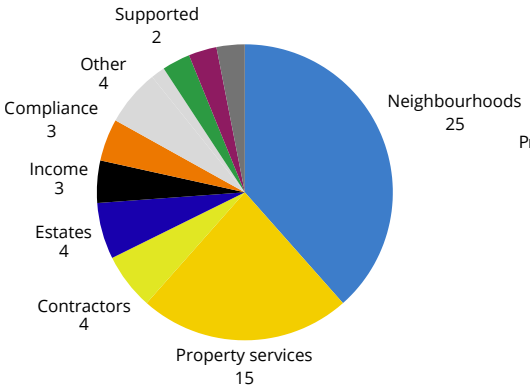
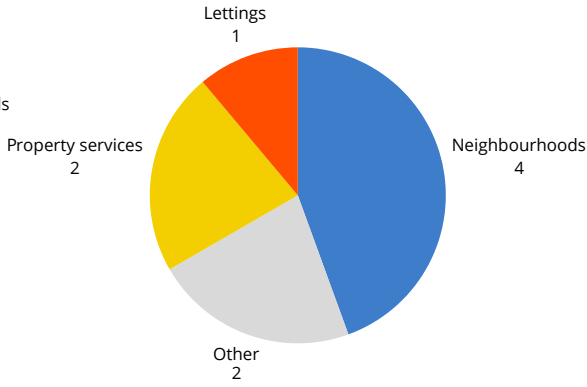
Responded late
Open, within target
Responded on time

Complaints received	% Compliant with target times	Average time to respond	Percentage upheld
7	100	18.2	50%



Number of complaints by category

Stage One



Stage Two