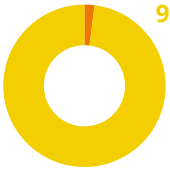
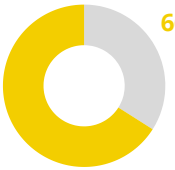
Stage One

Responded or acknowledged late
Responded and acknowledged on time

Complaints received	% Compliant with target times	Average time to respond	Percentage upheld
58	98.3%	6.0	66%

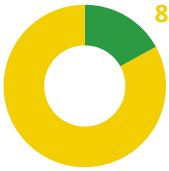


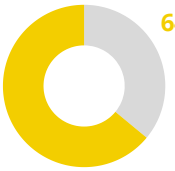


Stage Two

Responded late
Open, within target
Responded on time

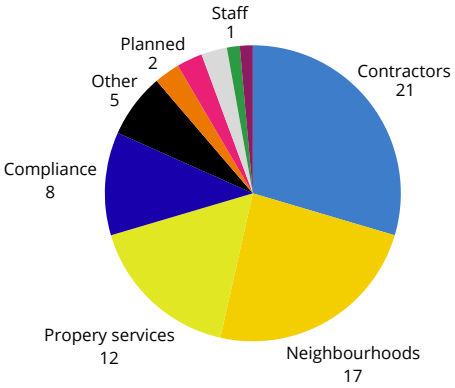
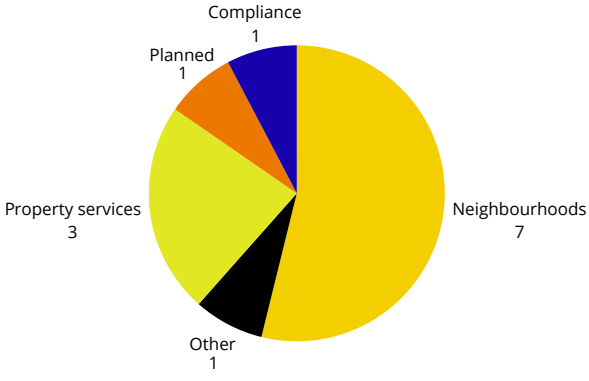
Complaints received	% Compliant with target times	Average time to respond	Percentage upheld
12	83.3%	17.4	64%





Number of complaints by category

Stage One



Stage Two