

Appendix F- Charts and Graphs

Figure 1- Complaints Performance Indicators.

Performance Indicator	2013/2014 (overall)	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15
% of Stage 1 complaints responded to within 10 working days	95.4	95.8	97.1	91.3	98.3	95.6
Number of stage 1 complaints received	548	94	175	161	118	250
Number of stage 2 complaints received	95	23	16	39	17	32
% of complaints escalated to stage 2	17.4	24.5	9.1	24.2	14.4	12.8
% of justified stage 1 complaints*	n/a	n/a	n/a	n/a	n/a	67.2
% justified stage 2 complaints	38.9	47.8	37.5	41.0	23.5	31.3

*Data not reliably collected until 2014/2015 financial year

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Figure 2

