

Complaints Performance Statistics

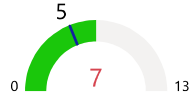
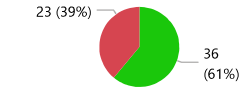

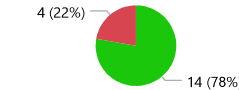
Timeline: Annual Year 1

Complaints Received

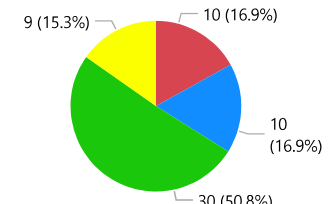
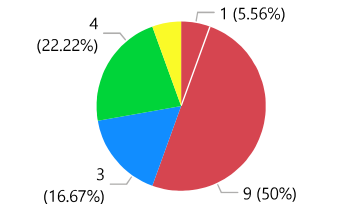
2024 - 2025
*Updated on 7-7-25

Number of complaint received	Number of Stage 1 closed complaints	Number of Stage 2 closed complaints	Number of live cases
81	59	18	4

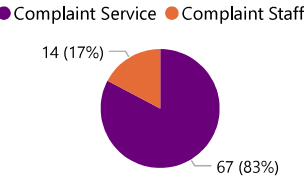
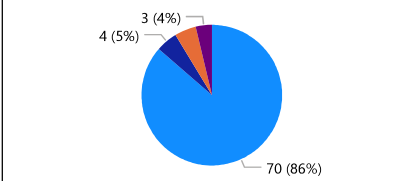
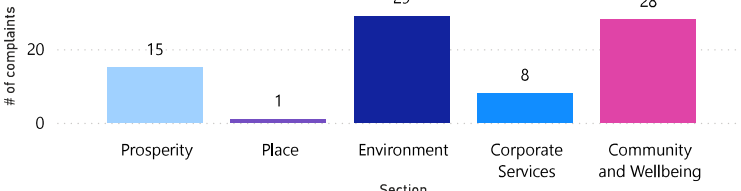
Performance against timescale (Closed complaints)

Average of Stage 1 Workday to Close	Stage 1 Target (5 days)	Number of extension authorised for stage 1 complaints
		6
Average of Stage 2 Workday to Close	Stage 2 Target (20 days)	Number of extension authorised for stage 2 complaints
		4

Complaints Outcome (Closed complaints)

Stage 1 Outcome	Stage 2 Outcome
	

All Complaints- Information and Details

Types of complaint (all complaints)	Method Received (all complaints)
	
Complaints by Section (all complaints)	
	

NIPSO Complaints

NIPSO Cases by decision	NIPSO Cases by department
