

Information requested:

I am writing to you to request the following information.

- 1) The number of official complaints made to your organisation from January 1, 2020 to date, broken down by year (e.g. 2020, 33)
- 2) Of those, the number upheld, dismissed, resolved, or ongoing
- 3) The duration of the longest-running ongoing complaint
- 4) The duration of the complaint which took the longest to resolve.

Response:

Questions 1 & 2

Year	No of Complaints Received	Upheld	Not Upheld	Partially Upheld	Awaiting Responses
2020	48	8	32	8	0
2021	48	22	17	9	0
2022	86	43	27	16	0
2023	69	15	45	9	0
2024	75	22	30	7	16

- 3) 192 days.
- 4) 125 days.