

This chart sets out the average number of working days taken to resolve complaints.

## 2.3 Decisions made

- C There were 4 stage one complaints received this quarter.
- Three were Not Upheld and one Upheld.
- C There was 1 complaint which went immediately to Stage 2 and was Upheld.

## 2.4 Nature of Complaints

## Stage 1 complaints:

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