

Annual Complaints Performance 2023-24

Performance Indicator	Q1 Apr - Jun	Q2 Jul - Sept	Q3 Oct - Dec	Q4 Jan - Mar	YTD 23/24
Formal Complaints					
Formal Complaints Stage 1	4	2	5	3	14
Formal Complaints Stage 2	1	-	1	1	3
Ombudsman Stage	-	-	-	1	2