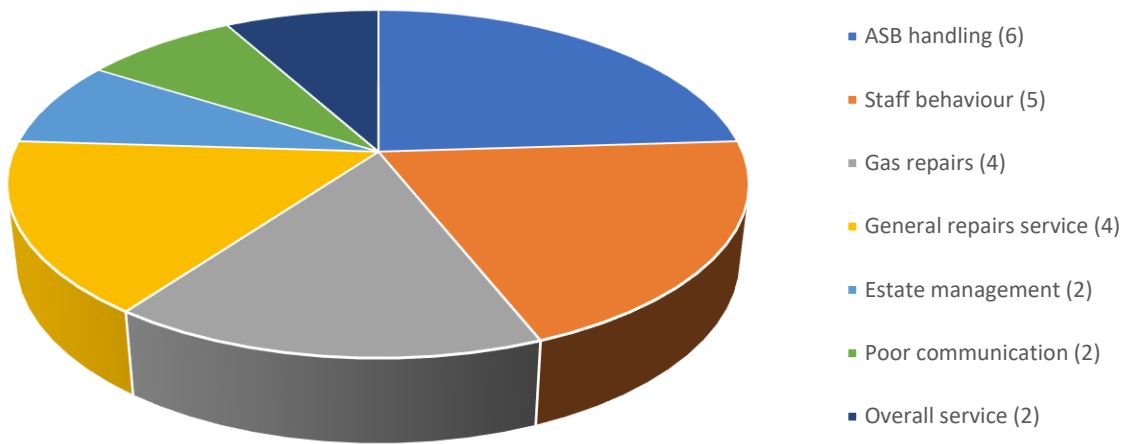


# Compliments and Complaints

1 March 2020 to 30 June 2020

	Number	Upheld	Average response time (days)
Frontline (stage 1) complaints	22	10	3.2
Investigation (stage 2) complaints	3	1	10.7
Compliments	12	n/a	n/a



For more information on our complaints figures or to find out how we handle complaints, please get in touch by email to [dhughes@melville.org.uk](mailto:dhughes@melville.org.uk).