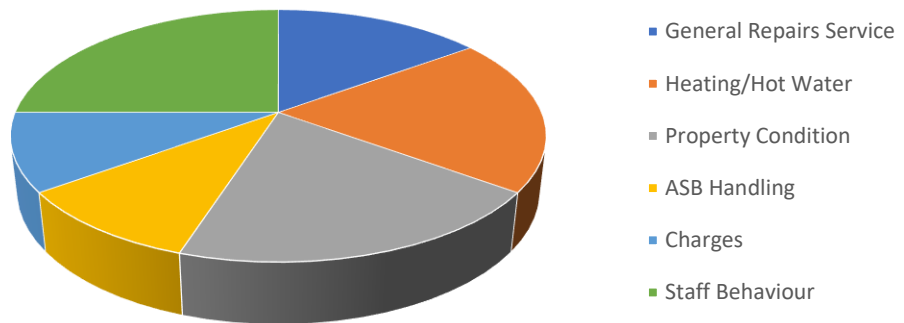


Compliments and Complaints

Q4 – 1 January to 31 March 2021

	Number	Upheld	Average response time (days)
Frontline (stage 1) complaints	16	7	4.63 day
Investigation (stage 2) complaints	4	1	3.5 days
Compliments	9	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.