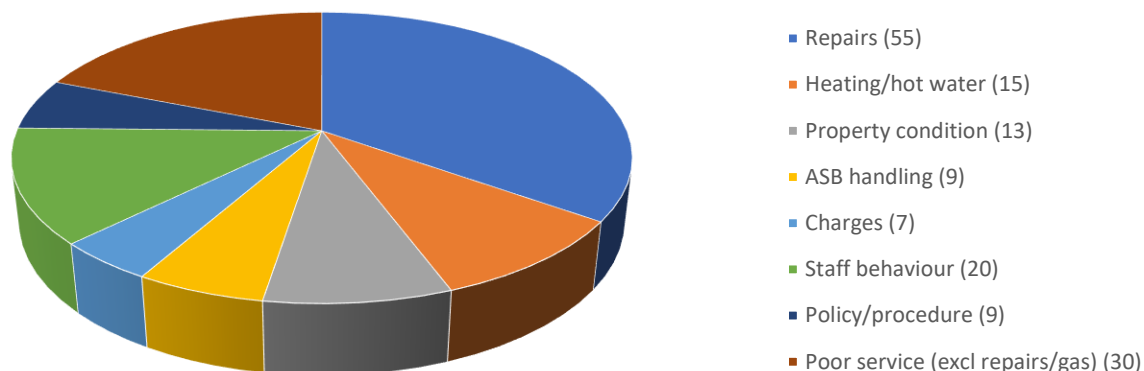


# Annual satisfaction figures 2021/2022

	Figures			Upheld			Average response time		
	2021/22	2020/21	Change	2021/22	2020/21	Change	2021/22	2020/21	Change
Frontline (stage 1) complaints	144	74	↑	66%	49%	↑	1.7 days	3.45 days	↓
Investigation (stage 2) complaints	14	9	↑	43%	44%	↓	11.07 days	10.1 days	↑
Compliments	25	26	↓	n/a	n/a		n/a		



	2021									2022			Total	2020/21	Change
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
Novus	0	1	1	5	5	3	10	1	5	3	9	11	<b>54</b>	17	↑
Saltire	0	0	1	1	1	1	2	0	1	1	3	2	<b>13</b>	6	↑
Other	0	0	0	0	2	2	3	1	3	0	1	1	<b>13</b>	4	↑
Melville	7	10	2	12	5	9	6	3	2	10	9	3	<b>77</b>	56	↑
<b>Total</b>	<b>7</b>	<b>11</b>	<b>4</b>	<b>18</b>	<b>13</b>	<b>15</b>	<b>21</b>	<b>5</b>	<b>11</b>	<b>14</b>	<b>22</b>	<b>17</b>	<b>158</b>	83	↑

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).