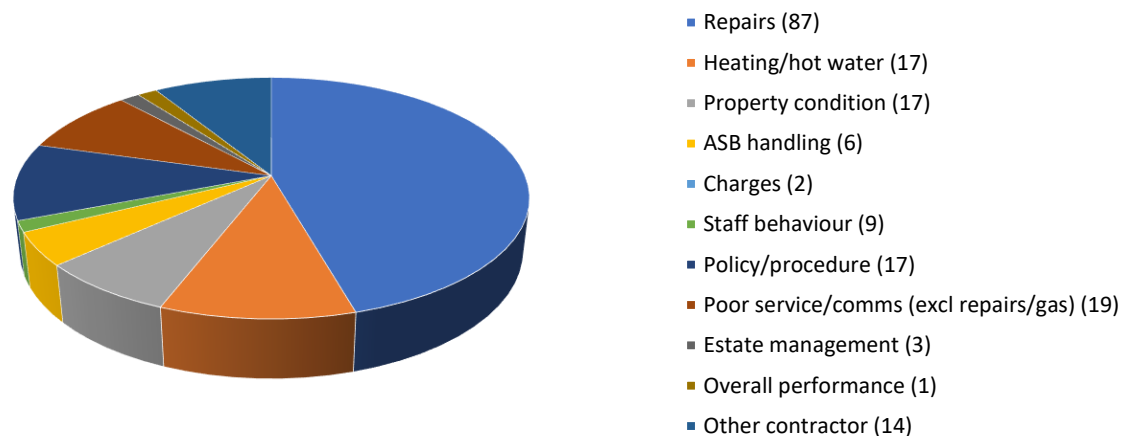


Annual satisfaction figures 2022/2023

	Figures			Upheld			Average response time		
	2022/23	2021/22	Change	2022/23	2021/22	Change	2022/23	2021/22	Change
Frontline (stage 1) complaints	179	144	↑	68%	66%	↑	2.85 days	1.7 days	↑
Investigation (stage 2) complaints	13	14	↓	62%	43%	↑	13.23 days	11.07 days	↑
Compliments	19	25	↓	n/a	n/a		n/a		



	2022									2023			Total	2020/21	Change
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
Novus	4	8	11	7	13	4	4	11	3	12	5	5	87	54	↑
Saltire	0	0	1	2	1	1	4	3	1	2	1	1	17	13	↑
Other	0	0	0	4	1	1	2	1	0	3	2	0	14	13	↑
Melville	5	11	9	2	6	5	7	4	8	7	5	5	74	77	↓
Total	9	19	21	15	21	11	17	19	12	24	13	11	192	158	↑

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.