

Complaints received and cleared

	2016-2017	2015-2016
Frontline complaints		
Complaints received in the year	15	39
Complaints brought forward from previous year	0	0
Frontline complaints under consideration	15	39
Complaints cleared	15	39
Complaints carried forward	0	0
Investigation complaints		
Complaints received in the year	51	57
Complaints brought forward from previous year	0	0
Investigation complaints under consideration	51	57
Complaints cleared	47	57
Complaints carried forward	4	0

Complaints cleared within service standard time

	Standard (working days)	2016-2017	2015-2016
Frontline complaints	5	15	38
	within standard	100%	97%
Investigation complaints	20	38	52
	within standard	81%	91%

Note

1. The working days targets do not include time we spend waiting for further information from third parties.

Outcomes of cleared complaints

	2016-2017	2015-2016
Frontline complaints not justified	8	19
Investigation complaints not justified	27	31
Frontline complaints partially justified	1	2
Investigation complaints partially justified	11	3
Frontline complaints justified	6	18
Investigation complaints justified	9	23
Total complaints cleared	62	96
Percentage fully or partially justified	44%	48%

For an explanation of Frontline and Investigation complaints please refer to:

slab.org.uk/about-us/complaints/index.html