



Complaints 1 April 2022 – 31 March 2023

These are the complaints received by HHP during the period 1 April 2022 – 31 March 2023.

Indicator 1. The total number of complaints received

Complaint Classification	Number of Complaints
Complaints - Frontline	52
Complaints - Investigation	61
Grand Total	113

Indicator 2. The number and percentage of complaints at each stage that were closed in full within the set timescales of five and 20 working days

Complaint Classification	Late	Within Target
Frontline	2%	98%
Investigation	9%	91 %
Escalated	0%	100 %
Grand Total	5%	94.64%

Indicator 3. The average time in working days for a full response to complaints at each stage.

Complaint Classification	Average of Complaint Days
Frontline	3.48
Investigation	13.80
Escalated	12.75
Grand Total	8.97

Indicator 4. The outcome of complaints at each stage

Complaint Classification	Not Upheld	Partially Upheld	Resolved	Upheld	Grand Total
Frontline	67.3%	0.0%	7.7%	25.0%	100.0%
Investigation	64.9%	3.5%	0.0%	31.6%	100.0%
Escalated	100.0%	0.0%	0.0%	0.0%	100.0%
Grand Total	67.3%	1.8%	3.5%	27.4%	100.0%