



Complaints 1 April 2023 – 31 March 2024

These are the complaints received by HHP during the period 1 April 2023 – 31 March 2024.

Indicator 1. The total number of complaints received

Complaint Classification	Number of Complaints
Complaints - Frontline	51
Complaints - Investigation	48
Grand Total	99

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	3%	48.5%
Investigation	3%	38.5%
Escalated	1%	6%
Grand Total	7%	93%

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

Complaint Classification	Average of Complaint Days
Frontline	3.89
Investigation	13.76
Escalated	19.60
Grand Total	8.57

Indicator 4. The outcome of complaints at each stage

Complaint Classification	Not Upheld	Partially Upheld	Resolved	Upheld	Grand Total
Frontline	63%	14%	3%	20%	100.0%
Investigation	48%	33%	0%	19%	100.0%
Escalated	60%	40%	0%	0%	100.0%
Grand Total	57%	23%	2%	18%	100.0%