

Complaint Statistics

Reporting period 1 January 2011 to 31 March 2011

Service/Conduct Complaints

Overview

	In period	Same period last year	Current Year to date	Rolling 12 months
Ineligible	113	288	410	657
Eligible conduct referred to RPO for investigation	19	36	66	121
Eligible service dealt with and closed by SLCC	60	33	163	188
Eligible service in hand, breakdown below	235	161	235	235
<i>With mediation manager awaiting mediation</i>	25	16		
<i>Service complaints with investigator being investigated</i>	168	89		
<i>Service complaints with Clerk awaiting determination</i>	42	56		
Total number of complaints dealt with in the period	427	518	874	1201

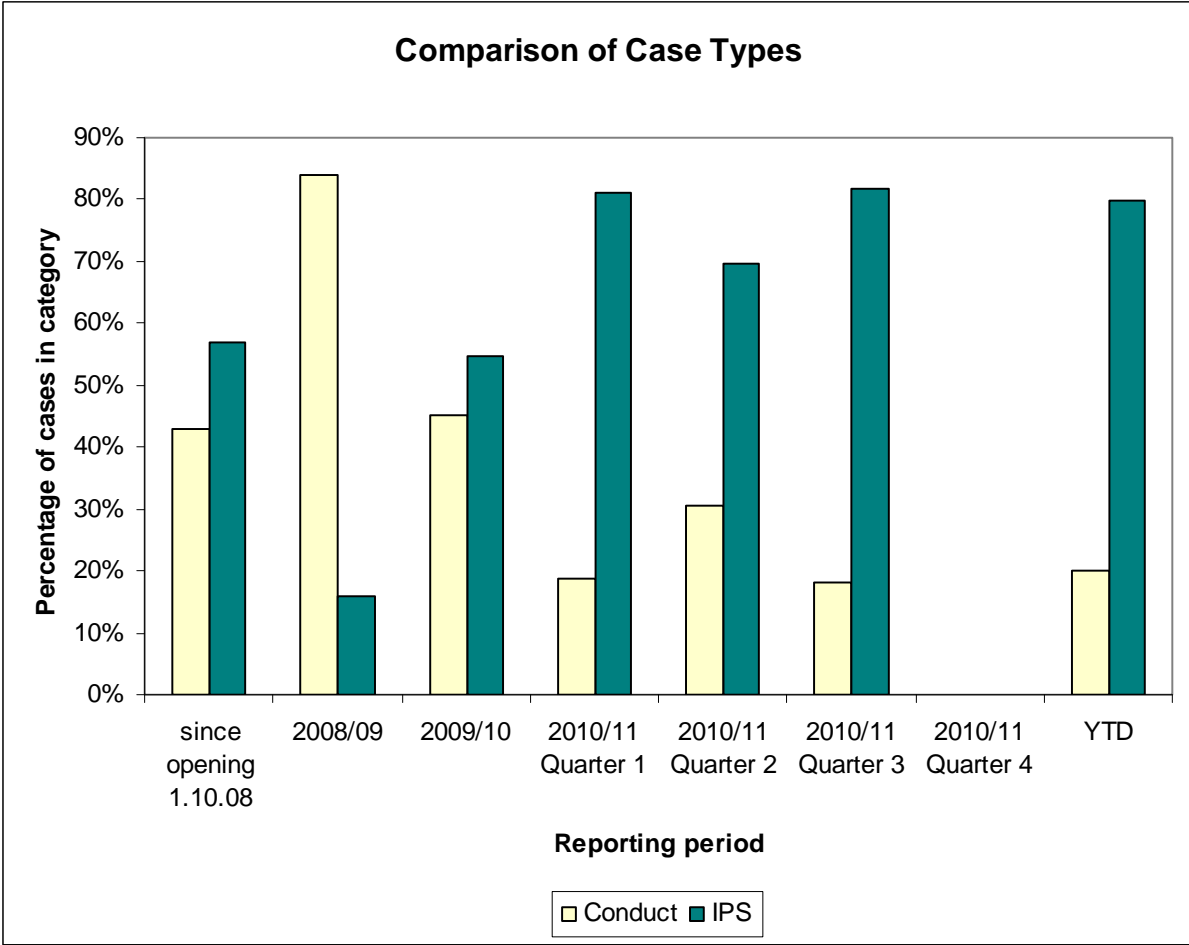
Additionally:

- There are 257 cases with the Gateway team, in the process of having eligibility assessed.
- GT dealt with 452 enquiries during the period and have 12 enquiries in hand

Complaint closure reasons

	In period	Same period last year	Current Year to date	Rolling 12 months
Ineligible Conduct/Service				
Pre-1.10.10 sent to LSS	1	247	143	342
Pre-1.10.10 sent to FA	0	3	1	6
Premature	12	7	25	28
About a practitioner acting in a judicial capacity	0	0	1	1
Made outside time limits	42	0	77	78
Frivolous	3	0	3	3
Vexatious	2	0	2	2
Totally without merit	45	0	56	56
FVTWM not specified (currently the total of FVTWM)	5	29	53	80
Resolved before eligibility decision	3	0	3	3
Withdrawn by complainer before eligibility determined	20	2	46	58
Total ineligible conduct/service complaints	113	288	410	657
Eligible Conduct Complaints				
Sent to LSS	19	35	62	117
Sent to FA	1	1	4	4
Sent to ACA	0	0	0	0
Total eligible conduct complaints	20	36	66	121
Eligible Service Complaints				
Resolved at mediation	13	10	46	52
Resolved at investigation by report	4	7	14	20
Resolved at investigation without a report	8	3	19	20
Withdrawn by the complainer at investigation stage	6	2	21	23
Upheld at determination	1	1	4	4
Not upheld at determination	22	6	42	48
Partially upheld at determination	6	3	17	20
Withdrawn by the complainer at determination stage	0	1	0	1
Total eligible service complaints closed	60	33	163	188
Total number of complaints closed	190	357	639	966

Comparison of primary complaint types



The sets of blocks show the split between conduct and service complaints:

- since opening
- for the years 2008/09, 2009/10
- current year by quarter
- current year to date

Third-party complaints

These figures are for complaints that were legal complaints and accepted as eligible since the SLCC opened on 1 October 2008.

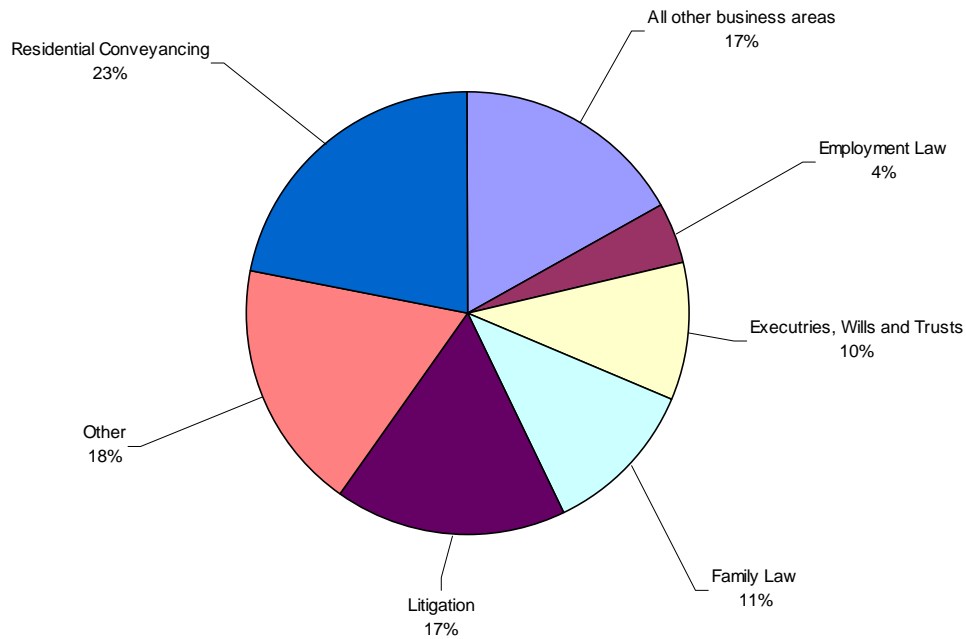
Case Type	Number of Third Party Complaints
None specified	19
Conduct	210
Service	76
Total	305

This is 26% of all legal complaints assessed for eligibility

Legal complaints by business area

Breakdown of eligible complaints by business area since the SLCC opened (areas that account for 2% or less, have been grouped under 'other').

Breakdown of Complaints By Main Business Area



Handling complaints

Overview

	In period	Same period last year	Current Year to date	Previous 12 months
Ineligible	0	0	0	0
Eligible handling complaint dealt with and closed by SLCC	1	0	0	0
Eligible handling complaints being investigated or determined by the SLCC	1	0	0	0
Total number closed during the period	1	0	0	0

The following sheet sets out why complaints were closed and at what stage of the process.

	In period	Same period last year	Current Year to date	Rolling 12 months
Ineligible Handling Complaints				
Premature handling complaint	0	0	4	4
Handling complaint made outside time limits	0	0	1	1
Ineligible handling complaint – other	0	0	0	0
Total ineligible handling complaints	0	0	5	5
Eligible handling complaints				
Upheld at investigation	1	0	1	1
Not upheld at investigation	0	0	2	2
Partially upheld at investigation	0	0	0	0
Upheld at direction	0	0	0	0
Not upheld at direction	0	0	0	0
Partially upheld at direction	0	0	0	0
Withdrawn	0	0	0	0
Total eligible handling complaints closed	1	0	3	3
total number of complaints closed	1	0	8	8