

Statistics for 2010/11 year

Service/Conduct Complaints

Overview

	2010/11
Ineligible	566
Eligible conduct referred to RPO for investigation	86
Eligible service dealt with and closed by SLCC	210
Eligible service in hand, breakdown below	235
<i>With mediation manager awaiting mediation</i>	
<i>Service complaints with investigator being investigated*</i>	
<i>Service complaints with Clerk awaiting determination</i>	
total number of complaints dealt with or in hand in the period	1097

*this includes hybrid cases where investigation is suspended pending the outcome of the LSS/FA investigation of the conduct elements.

Additionally:

- There are 290 cases with the Gateway team, in the process of having eligibility assessed.
- GT dealt with 475 enquiries during the period and have 4 enquiries in hand
- GT dealt with 1467 enquiries over the whole year (2010/11) compared to 2036 the year before.

Complaint closure reasons

	2010/11
Ineligible Conduct/Service	
Pre-1.10.10 sent to LSS	144
Pre-1.10.10 sent to FA	1
Premature	37
About a practitioner acting in a judicial capacity	1
Made outside time limits	146
Frivolous	4
Vexatious	2
Totally without merit	102
FVTWM but not specified *	53
Resolved before eligibility decision	14
Withdrawn by complainer before eligibility determined	62
Total ineligible conduct/service complaints	566
Total ineligible conduct/service complaints, excluding pre 1.10.08	421
Eligible Conduct Complaints	
Sent to LSS	81
Sent to FA	4
Sent to ACA	1
Total eligible conduct complaints	86
Eligible Service Complaints	
Resolved at mediation	57
Resolved at investigation by report	18
Resolved at investigation without a report	24
Withdrawn by the complainer at investigation stage	23
Upheld at determination	7
Not upheld at determination	61
Partially upheld at determination	20
Withdrawn by the complainer at determination stage	0
Total eligible service complaints closed	210
total number of complaints closed	862