

## Complaints and self referrals received and inquired into in 2011-12

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Totals
	April 2011	May 2011	June 2011	July 2011	August 2011	September 2011	October 2011	November 2011	December 2011	January 2012	February 2012	March 2012	
<b>1. Formal complaints received</b>	6	7	10	5	5	6	8	20	8	11	10	13	109
<b>2. Complaints subject of inquiry:</b>													
(a) Complaints under inquiry and brought forward from 2010-11	3 <sup>1</sup>	-	-	-	-	-	-	-	-	-	-	-	3
(b) New complaints accepted for inquiry	0	0	0	0	0	0	1	3 <sup>2</sup>	2 <sup>3</sup>	0	1	1 <sup>9</sup>	8
(c) Inquiries suspended at month end <sup>4</sup>	4	4	3	3	3	3	3	2	2	2	2	2	
<b>3. Complaints not inquired into:</b>													
(a) because complaint fell outside remit	5	7	6	4	5	6	3	8	3	11 <sup>5</sup>	10 <sup>6</sup>	13	81
(b) because complaint did not concern a breach of the rules	0	0	4	1	0	0	0	8	2	0	0	0	15
(c) because insufficient supporting evidence was provided	0	0	0	0	0	0	0	1 <sup>7</sup>	1 <sup>8</sup>	0	0	0	2
(d) because a similar complaint had already been accepted	1	0	0	0	0	0	0	1	0	0	0	0	2
(e) because inquiry not justified following self-referral	0	0	0	0	0	0	1	0	0	0	0	0	1
<i>Total complaints not inquired into</i>	6	7	10	5	5	6	4	18	6	11	10	13	101

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<sup>1</sup> A fourth inquiry was brought forward from 2010-11. This was under consideration by the Committee at the end of April 2011.

<sup>2</sup> One of these complaints was received in October 2011

<sup>3</sup> One of these complaints was received in November 2011

<sup>4</sup> Four suspended inquiries were brought forward from 2010-11

<sup>5</sup> Two of these complaints were received in December 2011

<sup>6</sup> Two of these complaints were received in January 2012

<sup>7</sup> This complaint was received in October 2011

<sup>8</sup> This complaint was received in October 2011

<sup>9</sup> This complaint was received in February 2012