

### Complaints and self-referrals received in 2016-17

Total complaints received	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Totals
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Received	52	46	100										198
Not accepted because:													
Out of remit	39	37	94										170
Not a breach of the rules	6	2	6										14
Insufficient evidence	0	0	1										1
Similar already accepted	3	0	1										4
Other reason	0	1	1										2
<b>Total not accepted</b>	<b>49</b>	<b>40</b>	<b>103</b>										<b>191</b>

<b>Total accepted</b>	<b>2<sup>1</sup></b>	<b>2</b>	<b>3</b>										<b>7</b>
CF to next month	3	7	1										1
												total	<b>199<sup>2</sup></b>

Formal Complaints received(subset of above)													
Formal complaints received	13	18	18										49
Decisions made on complaints received													
Inquiries opened	2	2	3										7
Out of remit	10	10	16										36
Not a breach of the rules	0	1	4										5
Insufficient evidence	0	0	0										0
Similar already accepted	0	0	1										1
Other reason	0	0	0										0
CF to next month	2	7	1										1
												total	<b>49<sup>3</sup></b>

<sup>1</sup> One referral was carried forward from 2015/16, into which I began an inquiry in April 2016

<sup>2</sup> This total includes the one referral carried forward from 2015/16 and decided in 16/17

<sup>3</sup> Ditto