

### Complaints and self-referrals received in 2015-16

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	19	129	49	45	23	22	55	32	661				1035
Not accepted because:													
Out of remit	0	13	42	39	20	21	44	36	657 <sup>1</sup>				872
Not a breach of the rules	0	0	1	5	1	0	1	1	3				12
Insufficient evidence	0	0	1	1	2	1	0	0	0				5
Similar already accepted	0	111	4	0	0	0	0	0	0				115
Other reason	19	4	0	0	0	0	1	1	0				25
<b>Total not accepted</b>	<b>19</b>	<b>128</b>	<b>48</b>	<b>45</b>	<b>23</b>	<b>22</b>	<b>46</b>	<b>38</b>	<b>660</b>				<b>1029</b>

<b>Total accepted</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>				<b>6</b>
CF to next month	0	0	0	0	0	0	8	0	0				0
												total	<b>1035</b>

Formal Complaints (subset of above)													
Formal complaints received	3	8	19	6	2	4	10	7	5				64
Decisions made on complaints received													
Inquiries opened	0	1	1	0	0	0	1	2	1				6
Out of remit	0	4	13	4	2	3	7	5	3				41
Not a breach of the rules	0	0	0	2	0	0	1	0	1				4
Insufficient evidence	0	0	1	0	0	1	0	0	0				2
Similar already accepted	0	1	4	0	0	0	0	0	0				5
Other reason	3	2	0	0	0	0	1	0	0				6
CF to next month	0	0	0	0	0	0	0	0	0				0
												total	64

<sup>1</sup> Of the 657 out of remit complaints, the vast majority were about the expression of a Members views and opinions on a single occasion