

Complaints and self-referrals received and inquired into in 2013-14

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Totals
	April 2013	May 2013	June 2013	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013	January 2014	February 2014	March 2013	
Formal complaints received	2	3	4	9	4	5	33	10	2	5	7	9	93
New inquiries opened ¹	0	0	3	0	0	0	2	3	0	0	0	1	9
Formal complaints not accepted for inquiry because:													
Out of remit	2	3	3	5	4	3	7	6	1	3	6	8	51
Not a breach of the rules	0	0	0	2	0	1	21	4	1	1	0	0	30
Insufficient evidence	0	0	0	0	0	0	1	0	0	1	0	0	2
Similar already accepted	0	0	0	0	0	0	0	0	0	0	0	0	0
												total	83 ²
Total complaints received ³													
Received	8	6	15	22	18	29	50	20	13	26	12	29	248
Not accepted ⁴ because:													
Out of remit	8	6	12	15	14	26	23	13	12	18	9	26	182
Not a breach of the rules	0	0	0	2	3	2	21	5	1	4	1	0	39
Insufficient evidence	0	0	0	4	1	0	1	2	0	4	1	1	14
Similar already accepted	0	0	2	0	0	0	0	0	0	0	1	0	3
Total not accepted	8	6	14	21	18	28	45	20	13	26	12	27 ⁵	238

¹ No complaints were suspended during the year

² One formal complaint remained under consideration on 31.3.14

³ Include complaints made by letter, email and fax

⁴ Complaints by email and fax are not formal complaints. Reasons given here are additional to the absence of a hard copy complaint

⁵ One complaint remained under consideration on 31 March 2014

