

## Complaints and self referrals received and inquired into in 2012-13

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Totals
	April 2012	May 2012	June 2012	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	January 2013	February 2013	March 2013	
<b>1. Formal complaints received</b>	9	9	5	13	11	5	17	13	12	6	6	11	117
<b>2. Complaints subject of inquiry:</b>													
(a) Complaints under inquiry and brought forward from 2011-12	2	-	-	-	-	-	-	-	-	-	-	-	-
(b) New complaints accepted for inquiry	0	1	0	0	0	0	1	2	2	1	0	0	7
(c) Inquiries suspended at month end	2	2	2	1	1	1	1	1	0	0	0	0	0
<b>3. Complaints not inquired into:</b>													
(a) because complaint fell outside remit	7	6 <sup>1</sup>	5	11	10	3	15	10	7	3	5	7	89
(b) because complaint did not concern a breach of the rules	1	3	0	1	1	2	0	1	1	1	1	3	15
(c) because insufficient supporting evidence was provided	0	0	0	1	0	0	1	0	0	1	0	0	3
(d) because a similar complaint had already been accepted	0	0	0	0	0	0	0	0	1	1 <sup>2</sup>	0	0	2
<i>Total complaints not inquired into</i>	8	9	5	13	11	5	16	11	9	6	6	10	109

Page last updated on 15 April 2013

<sup>1</sup> One of these complaints was received in April 2012

<sup>2</sup> One of these complaints was received in December 2012