

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	40	32	49	61	80	40	71	49	75	274	53	65	889
Out of remit	31	6	42	55	77	37	54	40	65	50	40	46	543
Not a breach of the rules	1	0	0	3	1	1	3	1	5	3	3	7	28
Insufficient evidence	5	3	0	0	3	1	11	3	2	3	5	4	40
Similar already accepted	0	0	0	0	1	0	1	1	1	0	1	5	10
Other reason	1	23 ¹	3	0	0	0	2	1	0	215 ²	1	0	246
Total not accepted	38	32	45	58	82	39	71	46	73	271	50	62	867
Total accepted	2	0	3	1	1	1	0	3	2	3	3	3	22
CF to next month	0	0	1	3	0	0	0	0	0	0	0	0	0

Formal Complaints received (subset of above)													
Formal complaints received	18	15	12	9	9	8	14	9	7	17	13	8	139
Inquiries opened	2	0	3	1	1	1	0	3	2	3	3	3	22
Out of remit	14	2	8	7	8	5	13	5	5	6	7	2	82
Not a breach of the rules	1	0	0	0	0	1	0	0	0	0	1	1	4
Insufficient evidence	0	0	0	0	1	1	0	0	0	0	1	1	4
Similar already accepted	0	0	0	1	0	0	0	1	0	0	0	1	3
Other reason	1	13	0	0	0	0	1	0	0	8	1	0	24
CF to next month	0	0	1	2	0	0	0	0	0	0	0	0	0

¹ Complaints received during Dissolution

² Under investigation by another body