

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	83	31	76	43	30	30	30	69	37	<b>627</b>
Out of remit	39	37	94	83	26	47	57	27	30	27	60	36	563
Not a breach of the rules	6	2	6	0	1	7	2	0	0	2	5	0	31
Insufficient evidence	0	0	1	0	2	0	0	1	0	1	0	1	6
Similar already accepted	3	0	1	0	0	4	0	0	0	0	1	0	9
Other reason	0	1	1	1	0	0	0	0	0	0		0	3
<b>Total not accepted</b>	<b>48</b>	<b>40</b>	<b>103</b>	<b>84</b>	<b>29</b>	<b>58</b>	<b>59</b>	<b>28</b>	<b>30</b>	<b>30</b>	<b>66</b>	<b>37</b>	<b>612</b>

<b>Total accepted</b>	<b>2<sup>1</sup></b>	<b>2</b>	<b>3</b>	<b>1<sup>2</sup></b>	<b>3<sup>3</sup></b>	<b>1</b>	<b>2<sup>4</sup></b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1<sup>5</sup></b>	<b>20</b>
CF to next month	3	7	1	0	0	17	0	0	0	0	0	0	0
												total	<b>632<sup>6</sup></b>

Formal Complaints received(subset of above)													
Formal complaints received	13	18	18	12	12	25	6	11	2	7	14	5	143
Inquiries opened	2	2	3	1 <sup>7</sup>	3 <sup>8</sup>	1	2 <sup>9</sup>	2	0	0	3	1 <sup>10</sup>	20
Out of remit	10	10	16	13	8	3	20	8	2	6	9	5	110
Not a breach of the rules	0	1	4	0	1	1	2	0	0	1	2	0	12
Insufficient evidence	0	0	0	0	1	0	0	1	0	0	0	0	2
Similar already accepted	0	0	1	0	0	3	0	0	0	0	0	0	4
Other reason	0	0	0	0	0	0	0	0	0	0	0	0	0
CF to next month	2	7	1	0	0	17	0	0	0	0	0	0	0

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

<sup>2</sup> Accepted on review of an earlier decision - receipt of new evidence

<sup>3</sup> Includes one received in June and accepted in light of new evidence

<sup>4</sup> Include one received in September and revised with new evidence

<sup>5</sup> Own initiative about an APPG

<sup>6</sup> Includes one referral carried forward (and accepted) from 2015/16, one changed on review, one own initiative and two in light of new evidence

<sup>7</sup> Accepted on review of an earlier decision - receipt of new evidence

<sup>8</sup> Includes one received in June, accepted in light of new evidence

<sup>9</sup> Include one received in September and accepted in light of new evidence

<sup>10</sup> Own initiative inquiry about an APPG

	total	148 <sup>11</sup>
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<sup>11</sup> Includes one carried forward from 15/16, one decision changed on review, one own initiative and two changed in light of new evidence