

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	42	41	56	1174
Not accepted because:													
Out of remit	0	13	42	39	20	21	44	36	657 ¹	40	33	44	989
Not a breach of the rules	0	0	1	5	1	0	1	1	3	0	5	5	22
Insufficient evidence	0	0	1	1	2	1	0	0	0	1	1	1	8
Similar already accepted	0	111	4	0	0	0	0	0	0	0	0	1	116
Other reason	19	4	0	0	0	0	1	1	0	0	1	0	26
Total not accepted	19	128	48	45	23	22	46	38	660	41	40	51	1161

Total accepted	0	1	1	0	0	0	1	2	1	1	1	4	12
CF to next month	0	0	0	0	0	0	8	0	0	0	0	1	1
												total	1174

Formal Complaints (subset of above)													
Formal complaints received	3	8	19	6	2	4	10	7	5	4	8	15	91
Decisions made on complaints received													
Inquiries opened	0	1	1	0	0	0	1	2	1	1	1	4	12
Out of remit	0	4	13	4	2	3	7	5	3	3	5	6	55
Not a breach of the rules	0	0	0	2	0	0	1	0	1	0	1	3	8
Insufficient evidence	0	0	1	0	0	1	0	0	0	0	0	1	3
Similar already accepted	0	1	4	0	0	0	0	0	0	0	0	0	5
Other reason	3	2	0	0	0	0	1	0	0	0	1	0	7
CF to next month	0	0	0	0	0	0	0	0	0	0	0	1	1
												total	91

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