

Unity Formal Complaints Results 2022-23

Measure		Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Target 22/23	Year end 2022/23
1.	Number of complaints logged at stage 1 (each quarter)	15	6	10	11		42
2.	Number of Stage 1 complaints closed	14	5	8	10		37
3.	CH02 -% of Stage 1 complaints responded to within 10 days	86%	100%	90%	73%	90% within 10 working days	87.25%
4.	% of complaints resolved at Stage 1	73%	80%	80%	91%		81%
5.	% of Stage 1 complaints upheld or partially upheld	78%	50%	80%	64%		68%
6.	Number of complaints escalated to Stage 2	4	1	2	2		9
7.	Number of Stage 2 complaints closed	4	1	2	2		9
8.	CH02 - % of Stage 2 complaints responded to within target times	100%	100%	100%	100%	90% within 20 working days	100%
9.	% of Stage 2 complaints upheld or partially upheld	75%	0%	50%	50%		43.75%