



#### Stage 2 or LGO

Cases progressing beyond stage 1 during Q1

Case 1. Stage 1 not upheld - Case now opened with LGO

Case 2. Open at LGO - not investigated at stage 1

Case 3. Stage 1 not upheld - stage 2 investigation found to be partly upheld

Case 4. Stage 1 not upheld - Case now opened with LGO

Case 5. Stage 1 not upheld - Case now opened with LGO

#### Notes:

**Outcomes:** Where the council is found to be at fault the outcome of upheld is recorded. Where a complaint has multiple parts and some of those parts are upheld the outcome of partly upheld is used.

**Days taken:** this is calculated on the number of working days taken between the date of receipt and recording of the stage 1 close date.

**Team Outcomes:** teams are shown at the date of the case being received. Changes to the team structures may affect the results.

**Quarterly Report -** this report will be produced quarterly to monitor progress. An annual report will provide more detailed analysis (May 2016)