

**FOI Release**  
***Information released under the Freedom of Information Act***

**Title:** Complaints Received between April 2010 and January 2015

**Date of release:** 17 February 2015

**Information request**

1. The number of complaints your department received in 2010/11, 2011/12, 2012/13, 2013/14 and 2014/15 so far?
2. The number of complaints your department has outstanding from 2010/11, 2011/12, 2012/13, 2013/14 and 2014/15 so far?
3. The mean average length of time it took to resolve a complaint (from receiving it to closing it) in 2010/11, 2011/12, 2012/13, 2013/14 and 2014/15 so far?

**Information released**

The following statistics are in terms of formal complaints lodged through the Department's official procedure:

Year	Number of complaints	Outstanding complaints	Av days to respond
2010/11	17	0	29
2011/12	5	0	13
2012/13	4	0	29
2013/14	6	0	18
2014/15	4	2	19