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You requested the following information:

- 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?**

In terms of scope I am interested in the number of times your department has been contacted by the public saying they are unhappy with an aspect of the department's service.

The complaints would be with reference to non-policy matters.

We have handled your request under the Freedom of Information Act 2000.

The Department has received no complaints on non policy areas between 2010/11 to date.