

# Unity Formal Complaints 2023-24

Measure		Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Target 23/24	Year end 2023/24
1.	Number of complaints logged at stage 1 (each quarter)	11	9	7	7		34
2.	Number of Stage 1 complaints closed.	10	7	3	6		26
3.	CH02 -% of Stage 1 complaints responded to within 10 days	81.8%	100%	100%	100%	90% within 10 working days	94.1%
4.	% of complaints resolved at Stage 1	91%	77.7%	42.9%	85.7%		76.5%
5.	% of Stage 1 complaints upheld	91%	55.6%	42.9%	85.7%		70.6%
6.	Number of complaints escalated to Stage 2	1	2	4	1		8
7.	Number of Stage 2 complaints closed	0	1	3	4		8
8.	CH02 - % of Stage 2 complaints responded to within target times	100%	100%	66.6%	100%	90% within 20 working days	87.5%
9.	% of Stage 2 complaints upheld or partially upheld	100%	50%	66%	33%		50%