

2019/2020				
Department Name	No. Of Complaints Received	No. Of Complaints Upheld after Investigation / Appeal	Length of time for final response from Date Rec'd - Final Outcome (Working Days)	
			Complaint 1.	Complaint 2.
DAERA	less than 5	0	0	0
DE	0	0	0	0
DFC	18	2	351	333
DFE	less than 5	0	0	0
DFI	7	0	0	0
DOF	less than 5	0	0	0
DOH	less than 5	0	0	0
TEO	less than 5	0	0	0
DOJ	14	2	261	322

2020/2021				
Department Name	No. Of Complaints Received	No. Of Complaints Upheld after Investigation / Appeal	Length of time for final response from Date Rec'd - Final Outcome (Working Days)	
			Complaint 1.	Complaint 2.
DAERA	5	0	0	0
DE	0	0	0	0
DFC	less than 5	0	0	0
DFE	less than 5	0	0	0
DFI	less than 5	0	0	0
DOF	less than 5	0	0	0
DOH	0	0	0	0
TEO	0	0	0	0
DOJ	13	1	352	

2021/2022				
Department Name	No. Of Complaints Received	No. Of Complaints Upheld after Investigation / Appeal	Length of time for final response from Date Rec'd - Final Outcome (Working Days)	
			Complaint 1.	Complaint 2.
DAERA	less than 5	0	0	0
DE	0	0	0	0
DFC	10	0	0	0
DFE	less than 5	0	0	0
DFI	15	0	0	0
DOF	less than 5	0	0	0
DOH	0	0	0	0
TEO	5	0	0	0
DOJ	14	0	0	0

2022/2023				
Department Name	No. Of Complaints Received	No. Of Complaints Upheld after Investigation / Appeal	Length of time for final response from Date Rec'd - Final Outcome (Working Days)	
			Complaint 1.	Complaint 2.
DAERA	0	0	0	0
DE	less than 5	0	0	0
DFC	less than 5	0	0	0
DFE	0	0	0	0
DFI	less than 5	0	0	0
DOF	less than 5	0	0	0
DOH	less than 5	0	0	0
TEO	less than 5	0	0	0
DOJ	7	0	0	0