

### Appendix 1B

Service Area	Total number of Stage 1 Complaints	Target not met at Stage 1	Total number of Stage 2 Complaints	Target not met at Stage 2
2017-18	127	17	66	5
2018-19	152	21	90	6

\*2 Complaints at stage 1 are ongoing & 1 Complaint at stage 2 is ongoing & 1 did not proceed

