APPENDIX 1

| Comparable years | Total number of Stage 1 Complaints | Target not met at Stage 1 | Total number of Stage 2 Complaints | Target not met at Stage 2 |
|------------------|------------------------------------|---------------------------|------------------------------------|---------------------------|
| 2018-2019 | 152 | 21 | 90 | 6 |
| 2019-2020 | 243 | 28 | 89 | 4 |

