

# Corporate Complaints Completed Stage 1 Performance

	April	May	June	July	August	September	October	November	December
Stage 1 percentage to time	83%	80%	85%	93%	91%	95%	92%	89%	92%

## Corporate Complaints Completed Stage 2 Performance

	April	May	June	July	August	September	October	November	December
Stage 2 percentage to time				100%	100%	50% *	100%	100%	100%
Percentage escalated to Stage 2				3%	3%	1%	2.75%	2.5%	2.5%

Data previously combined old/new procedure. Those within the new procedure were all within time.