

Ref: 2022.07

Request Date: 03.03.22

### Response to a request under the Freedom of Information Act

During the period of 01/03/2021 to 28/02/2022:-

1. How many of the complaints were referred to your office for review?
2. How many of the reviewed cases were settled in favour of the complainant?

### Response

Reviews received	36
Upheld	04
Not Upheld	30
Outstanding	02

This information has been provided in response to a request under the Freedom of Information Act 2000 and is correct as at 15.03.2022.