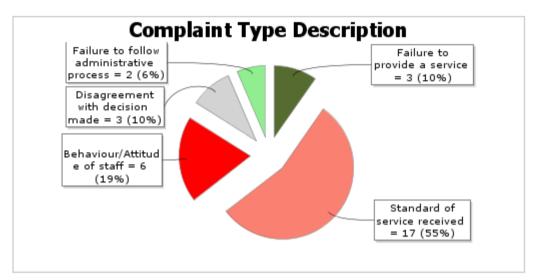
## All Complaints - 2018/19 Quarter 1



Generated on: 08 November 2018



| ID            | Stage Title   | Received Date | Status | Closed Date | Responsible OUs | Stage 1 Frontline Days<br>Overdue | Stage 2 Investigation<br>Days Overdue |
|---------------|---------------|---------------|--------|-------------|-----------------|-----------------------------------|---------------------------------------|
| COM-17/18-734 | Frontline     | 23-Mar-2018   | Closed | 03-Apr-2018 |                 | 1                                 |                                       |
| COM-17/18-736 | Frontline     | 27-Mar-2018   | Closed | 25-Jun-2018 |                 | 58                                |                                       |
| COM-18/19-737 | Investigation | 03-Apr-2018   | Closed | 19-Apr-2018 |                 |                                   |                                       |
| COM-18/19-738 | Frontline     | 03-Apr-2018   | Closed | 13-Apr-2018 |                 | 3                                 |                                       |
| COM-18/19-739 | Frontline     | 16-Apr-2018   | Closed | 20-Apr-2018 |                 |                                   |                                       |
| COM-18/19-740 | Investigation | 06-Apr-2018   | Closed | 24-Apr-2018 |                 | 3                                 |                                       |
| COM-18/19-741 | Frontline     | 15-Apr-2018   | Closed | 18-Apr-2018 |                 | 37                                |                                       |
| COM-18/19-742 | Frontline     | 18-Apr-2018   | Closed | 16-May-2018 |                 | 15                                |                                       |
| COM-18/19-746 | Frontline     | 30-Apr-2018   | Closed | 21-May-2018 |                 | 1                                 |                                       |
|               |               |               |        |             |                 | 10                                |                                       |
| COM-17/18-767 | Frontline     | 12-Mar-2018   | Closed | 23-Apr-2018 |                 |                                   |                                       |
| COM-18/19-768 | Investigation | 16-Apr-2018   | Alert  |             |                 | 32                                |                                       |
| COM-18/19-769 | Frontline     | 04-May-2018   | Closed | 11-May-2018 |                 |                                   |                                       |
| COM-18/19-773 | Frontline     | 17-Apr-2018   | Closed | 21-May-2018 |                 | 19                                |                                       |

| ID            | Stage Title   | Received Date | Status | Closed Date | Responsible OUs     | Stage 1 Frontline Days<br>Overdue | Stage 2 Investigation<br>Days Overdue |
|---------------|---------------|---------------|--------|-------------|---------------------|-----------------------------------|---------------------------------------|
| 201718/07     | Frontline     | 12-Mar-2018   | Closed | 23-Apr-2018 | Children & Families | 24                                |                                       |
| 201718/08     | Frontline     | 14-Mar-2018   | Closed | 03-Apr-2018 | Children & Families | 8                                 |                                       |
| COM-18/19-785 | Frontline     | 12-May-2018   | Closed | 16-May-2018 |                     |                                   |                                       |
| COM-18/19-786 | Frontline     | 11-May-2018   | Closed | 05-Jul-2018 |                     | 34                                |                                       |
| COM-18/19-787 | Investigation | 16-May-2018   | Closed | 15-Jun-2018 |                     | 1                                 | 5                                     |
| COM-18/19-791 | Investigation | 11-Jun-2018   | Closed | 09-Jul-2018 |                     | 3                                 |                                       |
| COM-18/19-792 | Investigation | 11-Jun-2018   | Closed | 09-Jul-2018 |                     | 5                                 |                                       |
| COM-18/19-796 | Investigation | 12-Jun-2018   | Closed | 21-Sep-2018 | Schools             | 5                                 | 70                                    |
|               |               |               |        |             |                     | 82                                |                                       |
| COM-18/19-797 | Frontline     | 25-May-2018   | Closed | 13-Jun-2018 |                     | 8                                 |                                       |
| COM-18/19-800 | Frontline     | 18-Jun-2018   | Closed | 26-Jun-2018 |                     | 1                                 |                                       |
| COM-18/19-803 | Frontline     | 21-Jun-2018   | Closed | 04-Jul-2018 |                     | 4                                 |                                       |
| COM-18/19-804 | Frontline     | 29-Jun-2018   | Closed | 31-Aug-2018 |                     | 41                                |                                       |
| COM-18/19-805 | Investigation | 20-Jun-2018   | Closed | 06-Aug-2018 |                     | 6                                 | 13                                    |
| COM-18/19-811 | Investigation | 06-Apr-2018   | Closed | 13-Apr-2018 |                     |                                   |                                       |
| COM-18/19-812 | Investigation | 06-Apr-2018   | Closed | 04-May-2018 |                     |                                   | 1                                     |
| COM-18/19-813 | Investigation | 30-Apr-2018   | Closed | 15-May-2018 |                     |                                   |                                       |
| COM-18/19-814 | Frontline     | 26-Apr-2018   | Closed | 02-May-2018 |                     |                                   |                                       |
| COM-18/19-815 | Investigation | 09-May-2018   | Closed | 14-May-2018 |                     |                                   | 5                                     |