

Professional Standards and Complaints Committee – 14 December 2006

Complaints management information

Table 1 - Allegations recorded

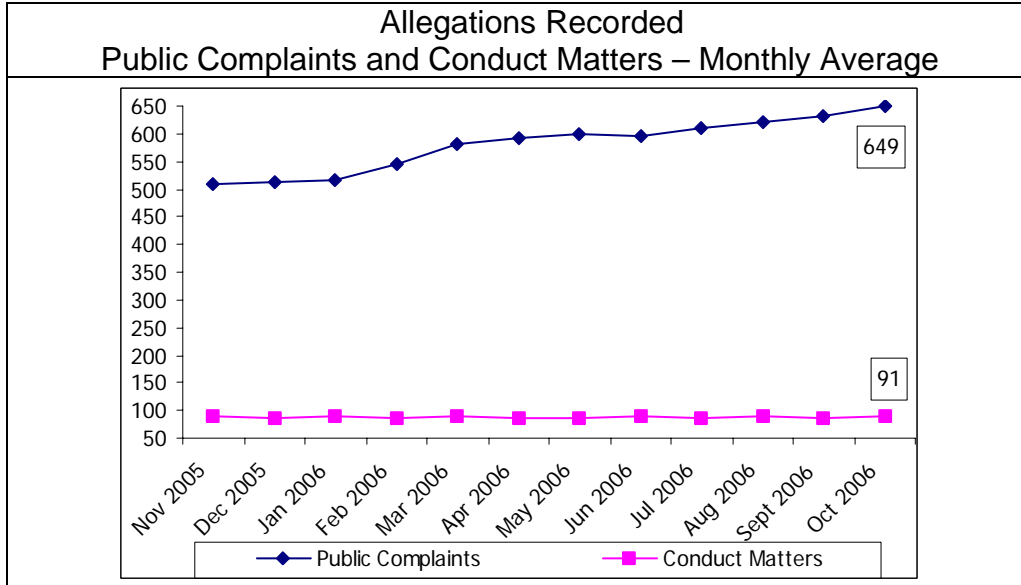


Table 2 - Number of public complaints recorded Nov 05 to Oct 06

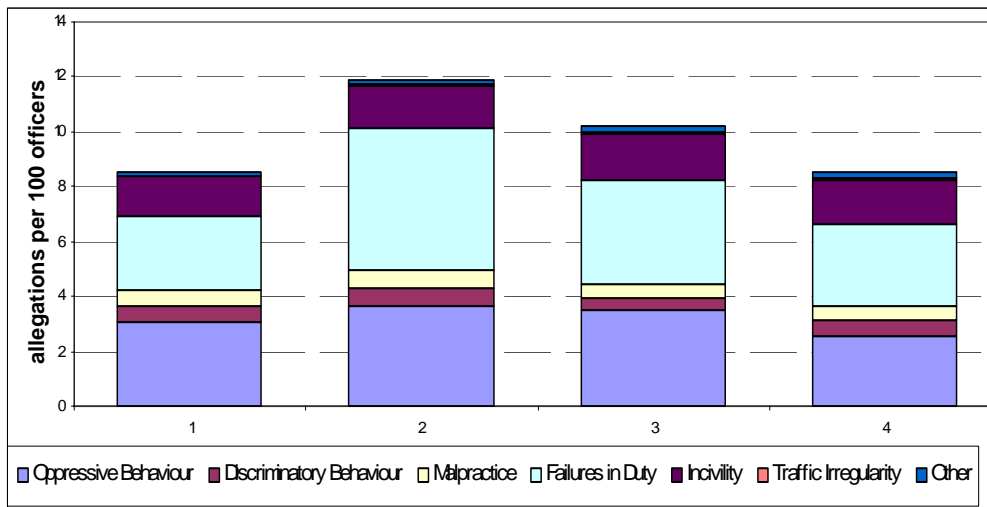


Table 3 - Average days taken to complete full investigation & all other results

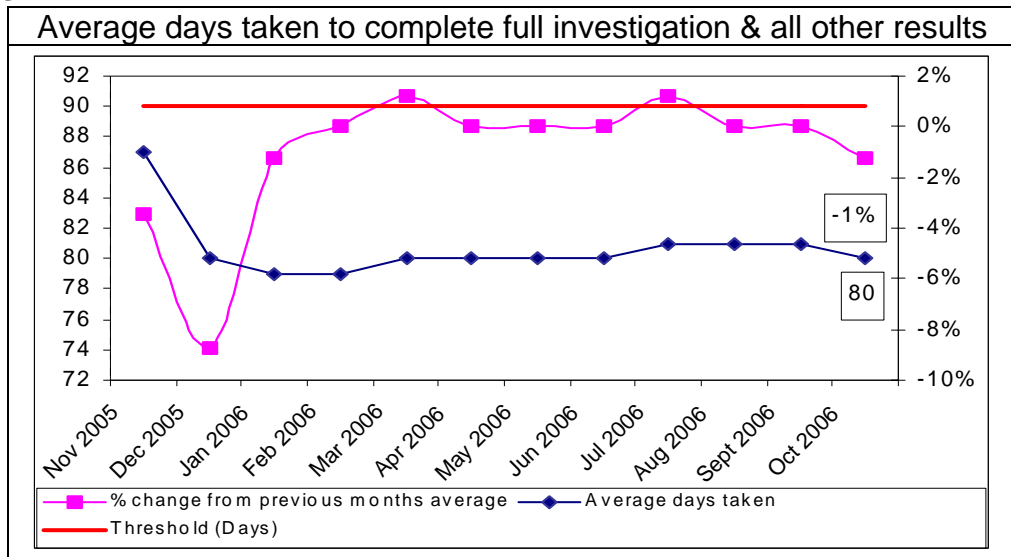


Table 4 - Average Days Taken to Submit Dispensation/Discontinuance Requests to the IPCC

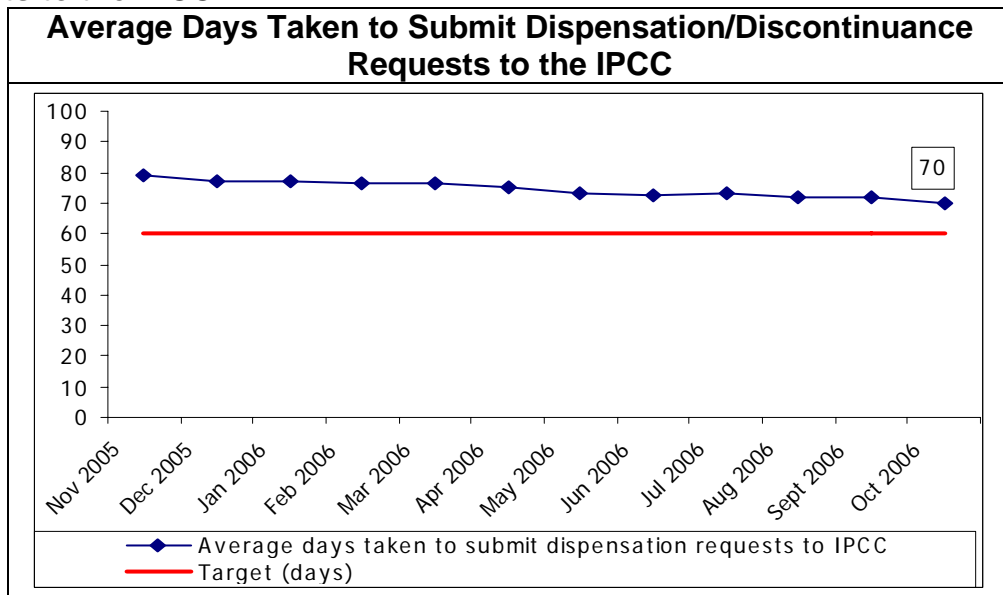


Table 5 - Average Days Taken to achieve a Local Resolution

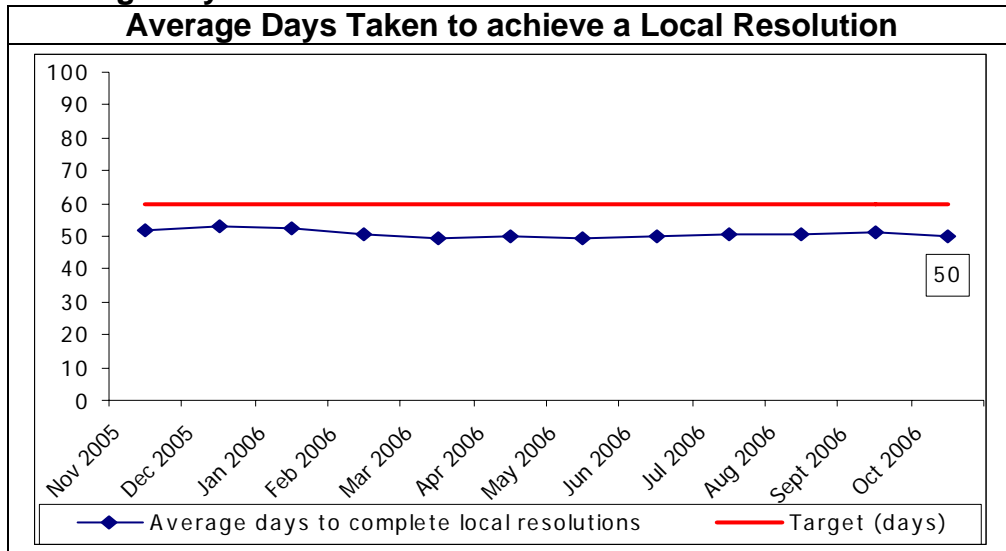


Table 6 - Percentage of cases over 120-days [1] old – Public Complaints /Conduct Matters

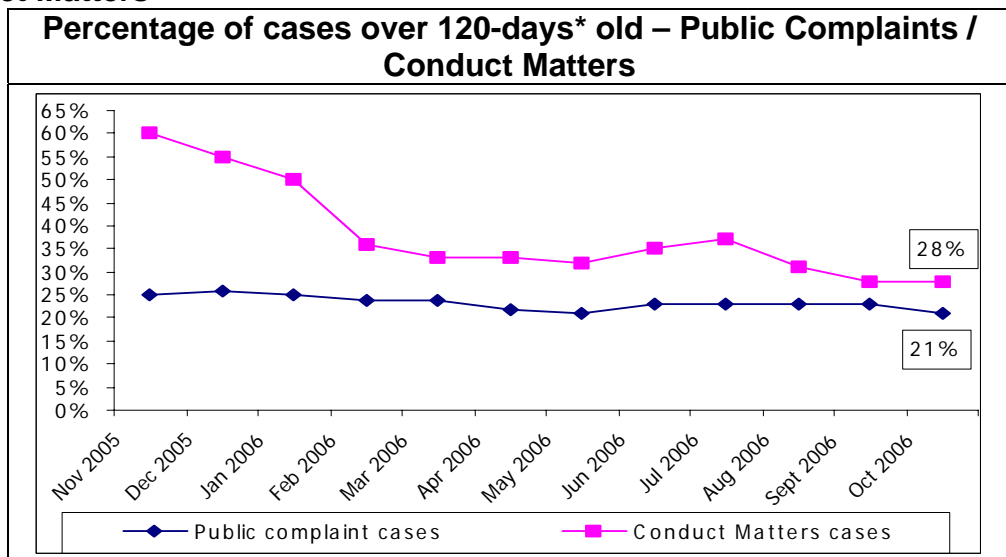


Table 7 - Average days taken to complete an investigation

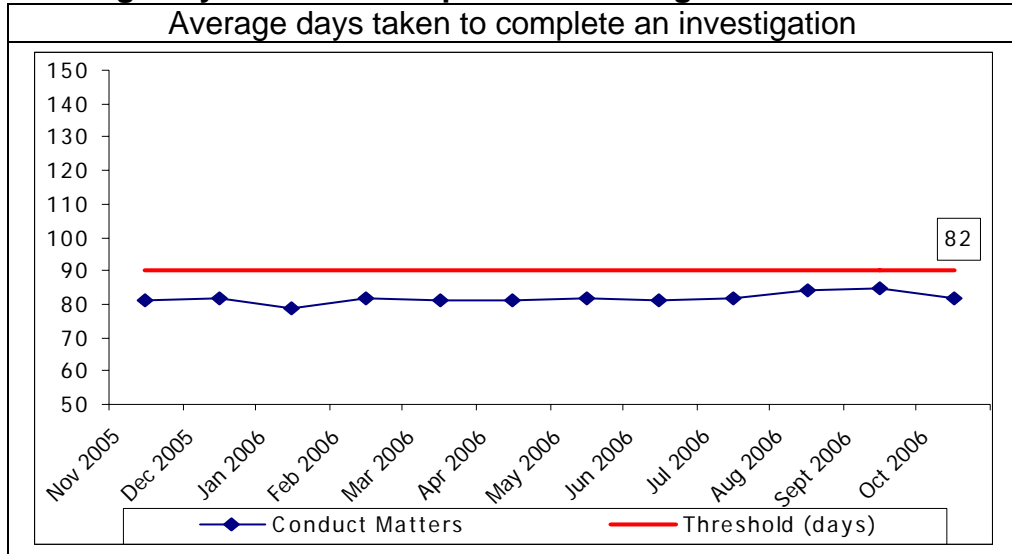


Table 8 - Misconduct – Average number of days from decision to hearing or final disposal

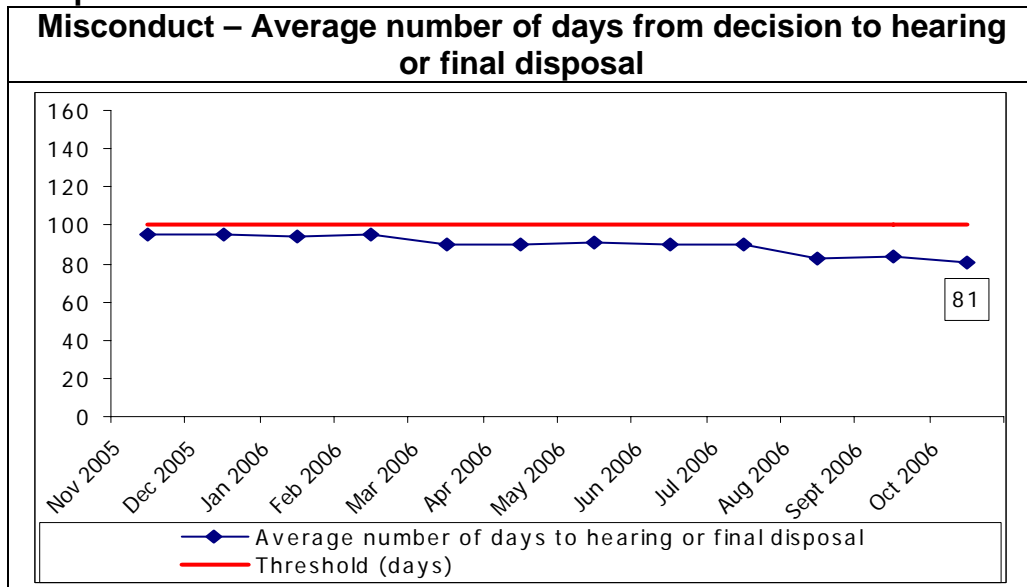


Table 9 - Average number of days from report to receipt of decision from CPS

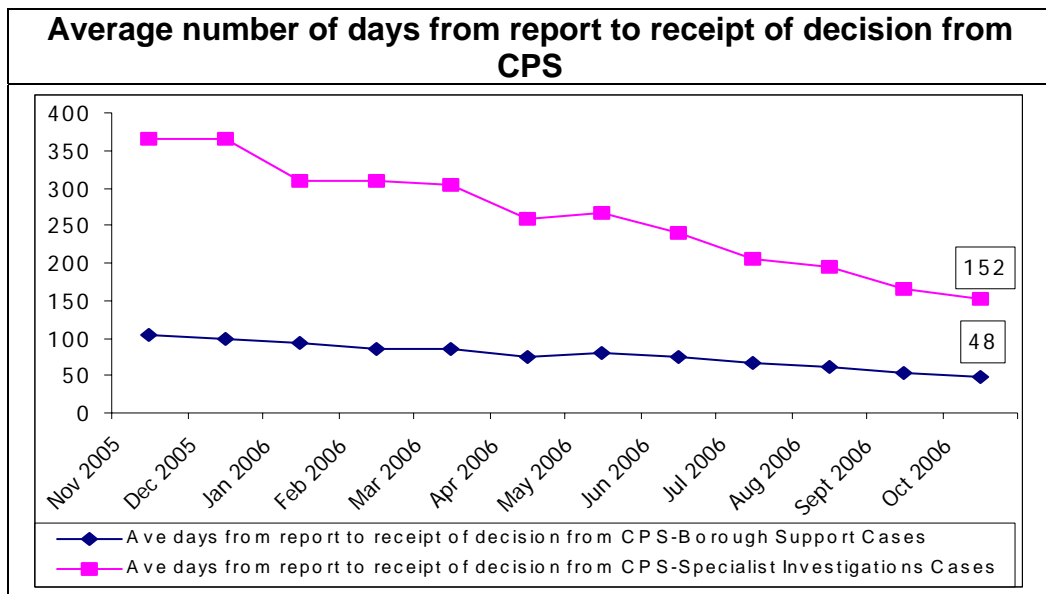


Table 10 - Average number of days from report submission to receipt of decision from IPCC

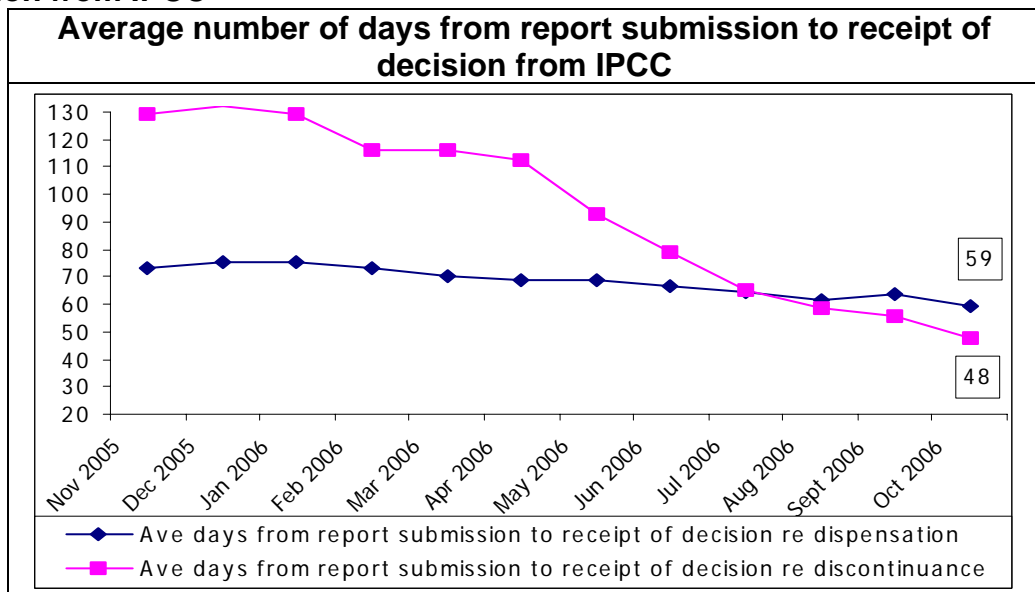


Table 11 - Number of appeals made to the IPCC by type and outcome

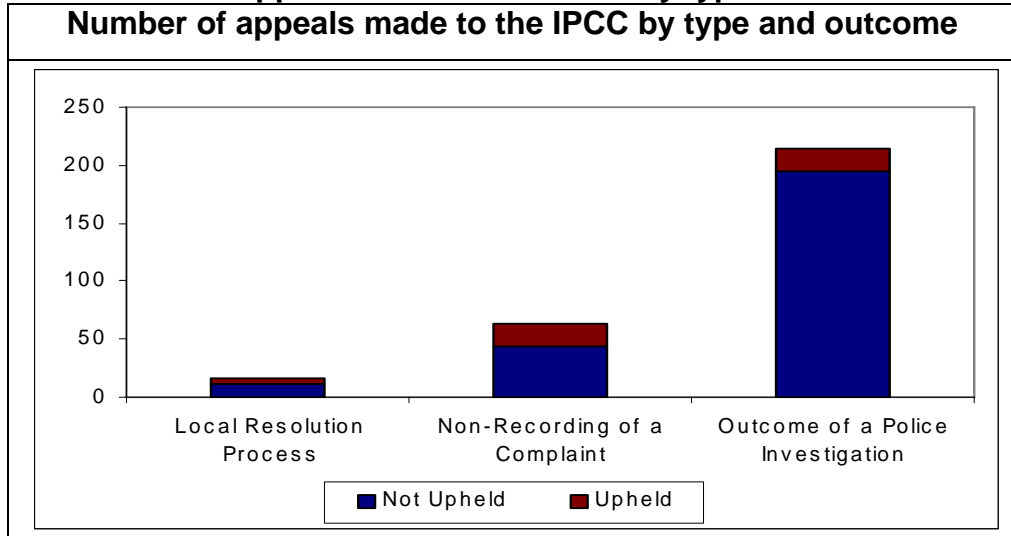


Table 12 - Public Complaints Finalised allegation by result

