

Complaints received about our service – yearly totals

Please find below a table of yearly totals of complaints about our service. They have increased in line with increases in the volume of work that has come to the SPSO year on year. These are not complaints about our decisions, but about the service provided by our staff. The majority of complaints are about administrative issues such as delay.

Year	Total Cases	Upheld / partly upheld	Not upheld	Discontinued	On hold	Ongoing
2003/04	13	3	8	2		
2004/05	13	2	8	3		
2005/06	31	14	16	1		
2006/07	42	20	19	1	2	