

How complaints received between 1 Jul '20 & 30 May '22 Categorised					
Complaint Type	Para [79]				Para [81]
	Low	Med	High	Unknown	TOTAL
Member-involved DV (files)	75	23	0	0	98
Complaint linked to DV (allegations)	681	227	17	0	925 (over 370 complaint files)

How Allegations with link to DFV Assessed (Raw Figures)					
Assessment	[Para 82]	[Para 95]	[Para 100]		
	Low	Med	High	Unknown	TOTAL
NFA	203	51	10	0	264
RNFA	477	118	2	0	597
MCR	0	26	0	0	26
PIR	0	32	0	0	32
CCC Investigation	0	0	5	0	5
Unknown	1	0	0	0	1
<b>Total</b>	<b>681</b>	<b>227</b>	<b>17</b>	<b>0</b>	<b>925</b>

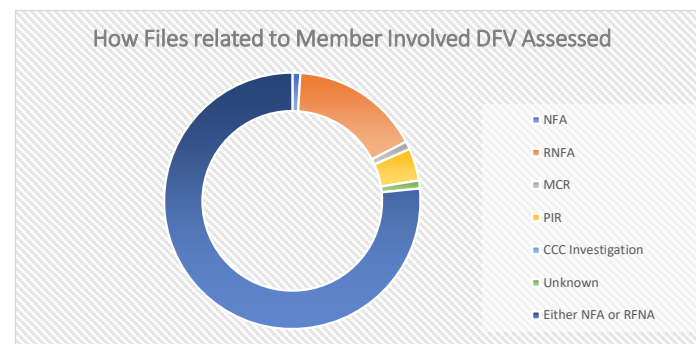
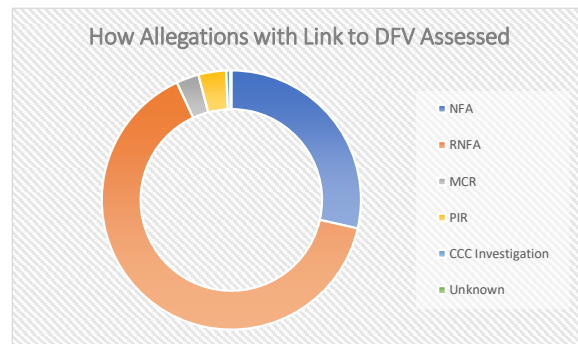
How Allegations with link to DFV Assessed (Percentage Terms)					
Assessment	COI Calculations				
	Low	Med	High	Unknown	TOTAL
NFA	76.89%	19.32%	3.79%	0.00%	98.00%
RNFA	79.90%	19.77%	0.34%	0.00%	99.99%
MCR	0.00%	100.00%	0.00%	0.00%	100.00%
PIR	0.00%	100.00%	0.00%	0.00%	100.00%
CCC Investigation	0.00%	0.00%	100.00%	0.00%	100.00%
Unknown	100.00%	0.00%	0.00%	0.00%	100.00%

How Allegations with link to DFV Assessed (Percentage Terms)					
Assessment	COI Calculations				
	As % of total complaints			Unknown	TOTAL
NFA	21.95%	5.51%	1.08%	0.00%	28.54%
RNFA	51.57%	12.76%	0.22%	0.00%	64.54%
MCR	0.00%	2.81%	0.00%	0.00%	2.81%
PIR	0.00%	3.46%	0.00%	0.00%	3.46%
CCC Investigation	0.00%	0.00%	0.54%	0.00%	0.54%
Unknown	0.11%	0.00%	0.00%	0.00%	0.11%
<b>Total</b>	<b>73.62%</b>	<b>24.54%</b>	<b>1.84%</b>	<b>0.00%</b>	<b>100.00%</b>

How Files related to Member Involved DFV Assessed (Raw Figures)					
Assessment	[Para 80]	[Para 94]	[Para 99]		
	Low	Med	High	Unknown	TOTAL
NFA	0	1	0	0	1
RNFA	0	16	0	0	16
MCR	0	1	0	0	1
PIR	0	4	0	0	4
CCC Investigation	0	0	0	0	0
Unknown	0	1	0	0	1
Either NFA or RNFA	75	0	0	0	75
<b>Total</b>	<b>75</b>	<b>23</b>	<b>0</b>	<b>0</b>	<b>98</b>

How Files related to Member Involved DFV Assessed (Percentage Terms)					
Assessment	COI Calculations				
	Low	Med	High	Unknown	TOTAL
NFA	0.00%	100.00%	0.00%	0.00%	100.00%
RNFA	0.00%	100.00%	0.00%	0.00%	100.00%
MCR	0.00%	100.00%	0.00%	0.00%	100.00%
PIR	0.00%	100.00%	0.00%	0.00%	100.00%
CCC Investigation	0.00%	0.00%	0.00%	0.00%	0.00%
Unknown	0.00%	100.00%	0.00%	0.00%	100.00%
Either NFA or RNFA	100.00%	0.00%	0.00%	0.00%	100.00%

How Files related to Member Involved DFV Assessed (Percentage Terms)					
Assessment	COI Calculations				
	As % of total complaints			Unknown	TOTAL
NFA	0.00%	1.02%	0.00%	0.00%	1.02%
RNFA	0.00%	16.33%	0.00%	0.00%	16.33%
MCR	0.00%	1.02%	0.00%	0.00%	1.02%
PIR	0.00%	4.08%	0.00%	0.00%	4.08%
CCC Investigation	0.00%	0.00%	0.00%	0.00%	0.00%
Unknown	0.00%	1.02%	0.00%	0.00%	1.02%
Either NFA or RNFA	76.53%	0.00%	0.00%	0.00%	76.53%
<b>Total</b>	<b>76.53%</b>	<b>23.47%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>



CCC NTP 3.002 Data [para 120]							
Year	CCC Investigation	Public Interest Review (PIR)	Merit and Compliance Review (MCR)	Refer No Further Advice (RNFA)	No Further Action (NFA)	Under Assessment	TOTAL
2016/17	34	159	278	3250	1669	0	5390
2017/18	8	295	403	3286	1303	0	5295
2018/19	16	262	180	2400	987	0	3845
2019/20	24	175	140	2312	1058	0	3709
2020/21	24	202	165	2461	1128	0	3980
2021/22	10	280	73	3019	887	47	4316
<b>TOTAL</b>	<b>116</b>	<b>1373</b>	<b>1239</b>	<b>16728</b>	<b>7032</b>	<b>47</b>	<b>26535</b>

CCC NTP 3.002 Data - Percentage [para 120]							
Year	CCC Investigation	PIR	MCR	RNFA	NFA	Under Assessment	
2016/17	0.63%	2.95%	5.16%	60.30%	30.96%	0.00%	
2017/18	0.15%	5.57%	7.61%	62.06%	24.61%	0.00%	
2018/19	0.42%	6.81%	4.68%	62.42%	25.67%	0.00%	
2019/20	0.65%	4.72%	3.77%	62.33%	28.53%	0.00%	
2020/21	0.60%	5.08%	4.15%	61.83%	28.34%	0.00%	
2021/22	0.23%	6.49%	1.69%	69.95%	20.55%	1.09%	
<b>TOTAL</b>	<b>0.44%</b>	<b>5.17%</b>	<b>4.67%</b>	<b>63.04%</b>	<b>26.50%</b>	<b>0.18%</b>	
<b>Average</b>	<b>0.45%</b>	<b>5.27%</b>	<b>4.51%</b>	<b>63.15%</b>	<b>26.44%</b>	<b>0.45%</b>	

CCC NTP 3.002 Data [para 120] - Actioned complaints only							
Year	CCC Investigation	PIR	MCR	RNFA	NFA	Under Assessment	TOTAL
2016/17	34	159	278	3250		0	3721
2017/18	8	295	403	3286		0	3992
2018/19	16	262	180	2400		0	2858
2019/20	24	175	140	2312		0	2651
2020/21	24	202	165	2461		0	2852
2021/22	10	280	73	3019		47	3429
<b>TOTAL</b>	<b>116</b>	<b>1373</b>	<b>1239</b>	<b>16728</b>		<b>47</b>	<b>19503</b>

CCC NTP 3.002 Data - Percentage [para 120] - Actioned complaints only							
Year	CCC Investigation	PIR	MCR	RNFA	NFA	Under Assessment	
2016/17	0.91%	4.27%	7.47%	87.34%	0.00%	0.00%	
2017/18	0.20%	7.39%	10.10%	82.31%	0.00%	0.00%	
2018/19	0.56%	9.17%	6.30%	83.97%	0.00%	0.00%	
2019/20	0.91%	6.60%	5.28%	87.21%	0.00%	0.00%	
2020/21	0.84%	7.08%	5.79%	86.29%	0.00%	0.00%	
2021/22	0.29%	8.17%	2.13%	88.04%	0.00%	1.37%	
<b>TOTAL</b>	<b>0.59%</b>	<b>7.04%</b>	<b>6.35%</b>	<b>85.77%</b>	<b>0.00%</b>	<b>0.24%</b>	
<b>Average</b>	<b>0.62%</b>	<b>7.11%</b>	<b>6.18%</b>	<b>85.86%</b>	<b>0.00%</b>	<b>0.45%</b>	

