

The Table Below provides numbers of complaints received and upheld against the debt team, along with a ratio against reminders issued

Period	No: Complaints received				No: Complaints upheld				% Complaints upheld			
	2018-2019	2019-2020	2020-2021	2021-2022	2018-2019	2019-2020	2020-2021	2021-2022	2018-2019	2019-2020	2020-2021	2021-2022
Apr	2	9	3	2	0	2	0	0	0%	22%	0%	0%
May	8	3	0	1	1	1	0	0	13%	33%	0%	0%
Jun	2	3	0	4	1	2	0	0	50%	67%	0%	0%
Jul	3	0	2	4	0	0	0	2	0%	0%	0%	50%
Aug	2	0	2	1	0	0	0	0	0%	0%	0%	0%
Sep	8	5	1	0	0	0	0	0	0%	0%	0%	
Oct	6	2	1		0	1	1		0%	50%	100%	
Nov	4	12	4		1	4	1		25%	33%	25%	
Dec	4	5	1		0	1	0		0%	20%	0%	
Jan	4	9	0		2	2	0		50%	22%	0%	
Feb	3	7	2		0	2	0		0%	29%	0%	
Mar	1	3	2		0	1	1		0%	33%	50%	
<b>Total for Year</b>	<b>47</b>	<b>58</b>	<b>18</b>	<b>12</b>	<b>5</b>	<b>16</b>	<b>3</b>	<b>2</b>	<b>11%</b>	<b>28%</b>	<b>17%</b>	<b>17%</b>
<b>Ratio to reminders issued</b>	<b>0.19%</b>	<b>0.26%</b>	<b>0.06%</b>	<b>0.07%</b>	<b>0.02%</b>	<b>0.07%</b>	<b>0.01%</b>	<b>0.01%</b>				