|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Number of Corporate Complaints per year** | **2014-15** | **2015-16** | **2016-17** | **2017-18** |
| Corporate Complaints | 772 | 836 | 992 | 1070 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Corporate complaints resolved at Stage:** | **2014-15**  **%** | **2015-16**  **%** | **2016-17 %** | **2017-18**  **%** |
| One | 86 | 87 | 88 | 87 |
| Two | 13 | 12 | 12 | 13 |
| Three | <1 | <1 | 0 | <1 |