

**Percentage of complaints responded to within service standard <sup>1</sup>**

	Serious misconduct <sup>2</sup>				Minor misconduct <sup>3</sup>				Service complaints <sup>4</sup>			
	Number received <sup>5</sup>	Number due for response	Number completed within service standard	Percentage completed within service standard <sup>6</sup>	Number received	Number due for response	Number completed within service standard	Percentage completed within service standard <sup>7</sup>	Number received	Number due for response	Number completed within service standard	Percentage completed within service standard <sup>8</sup>
Quarter 1 2010-11	31	36	35	97%	333	329	237	72%	2,623	3,066	2,127	69%
Quarter 2 2010-11	32	32	31	97%	313	330	172	52%	3,094	3,239	2,141	66%
Quarter 3 2010-11	29	34	33	97%	289	308	162	53%	2,186	2,731	1,704	62%
Quarter 4 2010-11	12	32	30	94%	247	234	149	64%	2,651	2,494	1,777	71%
<b>Full Year Outturn 2010-11</b>	<b>104</b>	<b>134</b>	<b>129</b>	<b>96%</b>	<b>1,182</b>	<b>1,201</b>	<b>720</b>	<b>60%</b>	<b>10,554</b>	<b>11,530</b>	<b>7,749</b>	<b>67%</b>
Quarter 1 2011-12	19	16	15	94%	268	262	191	73%	3,232	3,478	2,970	85%
Quarter 2 2011-12	27	21	21	100%	270	259	204	79%	3,491	3,649	3,087	85%
Quarter 3 2011-12	18	22	22	100%	283	287	231	81%	2,389	2,668	2,107	79%
Quarter 4 2011-12	24	16	16	100%	297	286	228	80%	2,956	2,640	2,127	81%
<b>Full Year Outturn 2011-12</b>	<b>88</b>	<b>75</b>	<b>74</b>	<b>99%</b>	<b>1,118</b>	<b>1,094</b>	<b>854</b>	<b>78%</b>	<b>12,068</b>	<b>12,435</b>	<b>10,291</b>	<b>83%</b>
Quarter 1 2012-13	24	24	24	100%	369	319	212	66%	4,154	3,774	2,967	79%
Quarter 2 2012-13	24	22	22	100%	371	402	290	72%	4,315	4,315	2,753	64%
Quarter 3 2012-13	17	29	29	100%	345	343	233	68%	4,403	4,766	2,615	55%
Quarter 4 2012-13	25	17	16	94%	352	354	221	62%	4,215	4,014	1,990	50%
<b>Full Year Outturn 2012-13</b>	<b>90</b>	<b>92</b>	<b>91</b>	<b>99%</b>	<b>1,437</b>	<b>1,418</b>	<b>956</b>	<b>67%</b>	<b>17,087</b>	<b>16,869</b>	<b>10,325</b>	<b>61%</b>
Quarter 1 2013-14	28	20	20	100%	372	339	223	66%	4,454	4,573	2,286	50%
Quarter 2 2013-14	35	27	27	100%	378	410	245	60%	3,840	3,911	2,094	54%
Quarter 3 2013-14	23	33	33	100%	374	364	177	49%	3,209	3,484	2,106	60%

**Footnotes**

<sup>1</sup> All figures quoted are management information and are subject to internal quality checks

<sup>2</sup> Serious misconduct complaints relate to an allegation against Home Office staff, or contractors acting on behalf of the department, that involves any unprofessional behaviour which, if substantiated, would lead to disciplinary action.

<sup>3</sup> Minor misconduct, for example, relate to isolated instances of rudeness and unprofessional conduct by Home Office staff, or contractors acting on behalf of the department, which are not serious enough to warrant a formal investigation and if substantiated they would not lead to criminal or disciplinary proceedings.

<sup>4</sup> Service complaints relate to the way that the Home Office works, for example, delay, lost documents or administrative failings. These complaints are both about the actual service provided and the operational policies that the department operates.

<sup>5</sup> The number received differs from the number due because the target date will not necessarily be in the same month as the complaint was received

<sup>6</sup> Service standard: 95% to be completed within 12 weeks. The percentage is calculated by dividing the number of complaints completed in target by the number that were due for completion in the month

<sup>7</sup> Service standard: 95% to be completed within 20 working days (from quarter 2 2011/12, previously it was 15 working days). The percentage is calculated by dividing the number of complaints completed in target by the number that were due for completion in the month

<sup>8</sup> Service standard: 95% to be completed within 20 working days. The percentage is calculated by dividing the number of complaints completed in target by the number that were due for completion in the month