

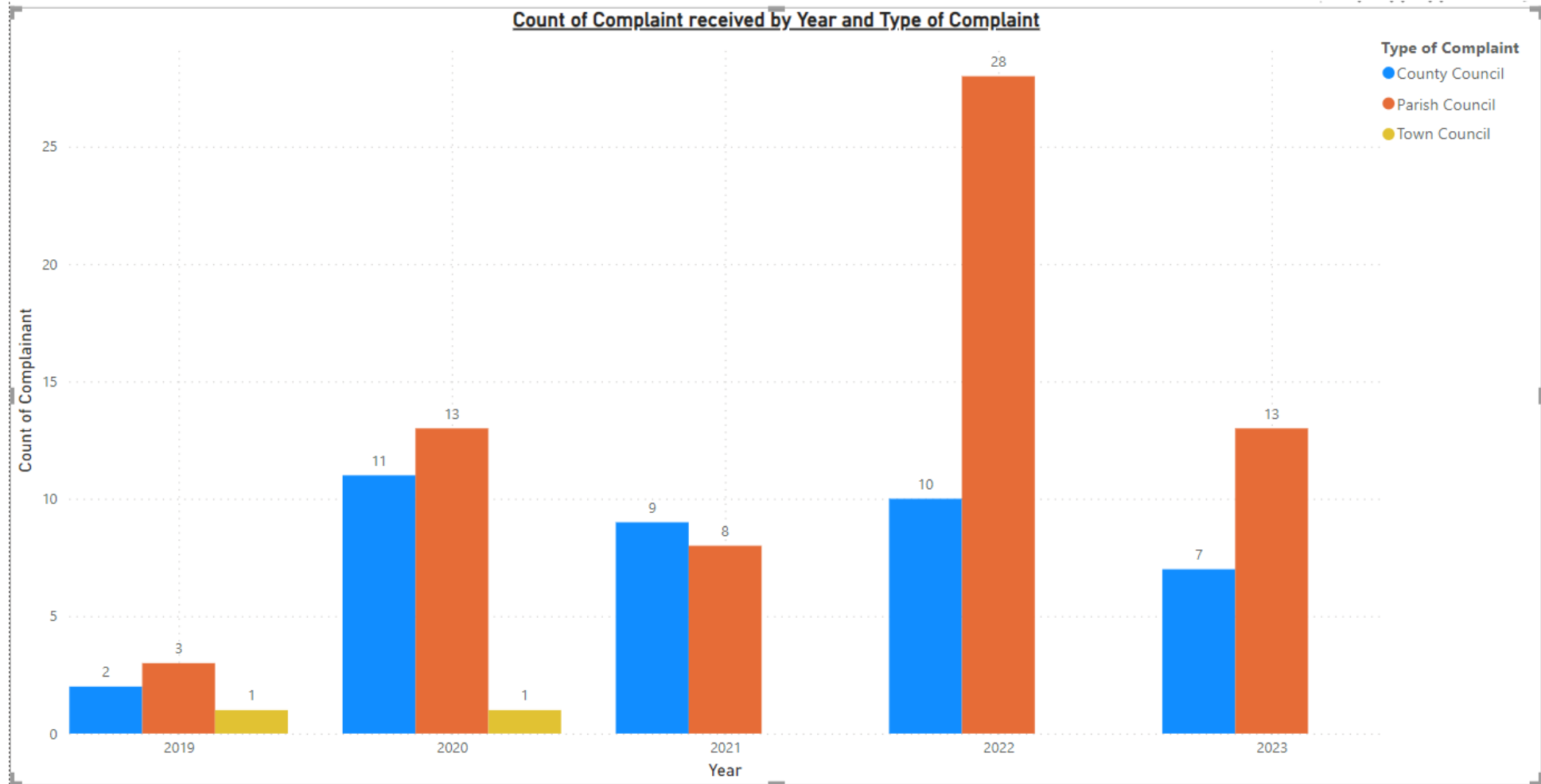
Annex 1

Appendix 1

The table below shows the trends of complaints received and the type of complaints received.

Annex 1

Table 1



Annex 1

Table 2

Comparison of Code of Conduct Complaints Received for the same period in 2022 and 2023		
Year	Total number of Complaints Received	Total Number of Complaints Outstanding
2022	35	1
2023	20	0

Table 2 shows a comparison of the total number of complaints received between the period of 1st Jan – 20th Sep 2022, and those received from 1st Jan – 20th Sep 2023.

You will see that there is 1 outstanding complaint from 2022, which local resolution has been sought, and mediation has been agreed and arranged.

There are no outstanding complaints from those that we have received this year.

Since the last Standards Committee meeting held on 13th July 2023, 3 complaints have been received and all have been concluded, details of which are outlined in Annex 2.