

FDN-199514 - statistical data

	2013/14		2012/13		2011/12	
Actual numbers (and percentage of total) requests for a review following a decision not to investigate	469	73.40%	934	83.17%	1,077	84.07%
Outcomes of reviews following a decision not to investigate	535		946		1,066	
Upheld	90	16.82%	119	12.58%	118	11.07%
Not upheld	437	81.68%	804	84.99%	935	87.71%
Withdrawn	8	1.50%	23	2.43%	13	1.22%
Actual numbers (and percentage of total) requests for a review following an investigation	63	9.86%	34	3.03%	56	4.37%
Outcomes of reviews following an investigation	60		33		54	
Upheld	7	11.67%	9	27.27%	5	9.26%
Not upheld	53	88.33%	24	72.73%	45	83.33%
Withdrawn	0	0.00%	0	0.00%	4	7.41%
Actual numbers (and percentage of total) requests for a review following a service delivery complaint	107	16.74%	155	13.80%	148	11.55%
Outcomes of reviews following a service delivery complaint	108		166		130	
Upheld	51	47.22%	63	37.95%	54	41.54%
Not upheld	52	48.15%	92	55.42%	72	55.38%
Withdrawn	5	4.63%	11	6.63%	4	3.08%
Total number of requests for a review	639		1,123		1,281	
Outcomes of reviews	703		1145		1250	
Upheld	148	21.05%	191	16.68%	177	14.16%
Not upheld	542	77.10%	920	80.35%	1,052	84.16%
Withdrawn	13	1.85%	34	2.97%	21	1.68%