

	2013/14		2014/15	
Enquiries received	27,566		28,189	
Total individuals complained to PHSO	25,227		24,452	
One complaint	23,229	23,229	21,315	21,315
Two complaints	1,740	3,480	2,696	5,392
Three complaints	202	606	350	1,050
Four complaints	37	148	58	232
Five complaints	14	70	13	65
Six complaints	2	12	12	72
Seven complaints	3	21	4	28
Eight complaints	0	0	3	24
Nine complaints	0	0	0	0
Ten complaints	0	0	0	0
Eleven complaints	0	0	1	11

Assessments completed	6,815	
Individuals with assessments	6,315	
One assessment	5,870	5,870
Two assessments	402	804
Three assessments	37	111
Four assessments	2	8
Five assessments	2	10
Six assessments	2	12

Investigations accepted	4,280	
Individuals with investigations	4,177	
One investigation	4,092	4,092
Two investigations	74	148
Three investigations	8	24
Four investigations	1	4
Five investigations	0	0
Six investigations	2	12

Fully/partly upheld investigations	1,521	
Individuals with investigations	1,512	
One investigation	1,504	1,504
Two investigations	7	14
Three investigations	1	3

Not upheld investigations
Individuals with investigations
One investigation
Two investigations
Three investigations
Four investigations
Five investigations
Six investigations

Other investigations
Individuals with investigations
One investigation
Two investigations

2,279	
2,248	
2,222	2,222
24	48
1	3
0	0
0	0
1	6

359	
355	
351	351
4	8