

Complaints By Outcome 17/18

A summary of complaints by outcome type

Complaint Outcome	Total
Not Upheld	146
Partially Upheld with Compensation	28
Partially Upheld without Compensation	36
Upheld with Compensation	270
Upheld without Compensation	320
Referred to 3rd Party or Other TVH Process	6
<i>NONE</i>	3
Total	809

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