

Outcomes from a request for a review of a complaint decision

Year	Case reopened, original decision revised	Case reopened in light of new information	Decision stands	Request for review is ineligible, or withdrawn	Total	% decision changed	Total number of complaints closed per year (not including reports laid before Parliament or cases closed at Advice stage of the process.)	% of complaints resulting in a decision review	% of complaints resulting in a decision change following review
2018-19	22	3	225	8	258	8.5%	2,475	10.4%	0.9%
2017-18	13	9	231	5	258	5.0%	2,539	10.2%	0.5%
2016-17	9	6	261	33	309	2.9%	2,209	14.0%	0.4%

Note: Change of recording method in 2016-17 to better reflect the review process.

2015-16	6	2	18	260	286	2.1%	2,312	12.4%	0.3%
2014-15	8	5	9	202	224	3.6%	1,983	11.3%	0.4%
2013-14	5	8	81	182	276	1.8%	1,535	18.0%	0.3%
2012-13	10	18	22	173	223	4.5%	1,557	14.3%	0.6%

Note: Review outcomes were changed in 2012-13 to better reflect the review process.

Year	Not Upheld	Upheld / Partly Upheld	No Finding; Withdrawn; Discontinued; Unknown; Ineligible	Total	% fully or partly upheld	Total number of complaints per year	% of complaints resulting in a decision review	% of complaints resulting in an upheld/partly upheld decision review
2011-12	128	35	2	165	21%	3,748	4.4%	0.9%
2010-11	136	11	3	150	7%	3,351	4.5%	0.3%
2009-10	163	7	2	172	4%	3,524	4.9%	0.2%
2008-09	142	11	0	153	7%	2,875	5.3%	0.4%
2007-08	59	3	1	63	5%	2,881	2.2%	0.1%
2006-07	10	2	0	12	17%	1,826	0.7%	0.1%
2005-06	7	2	7	16	13%	1,140	1.4%	0.2%
2004-05	3	3	23	29	10%	1,411	2.1%	0.2%
2003-04	0	0	4	4	0%	1,828	0.2%	0.0%