

APPENDIX 2 – DETERMINATIONS RECEIVED

Customer	Stage 2 Outcome Date	Date Formal Request Received	Date outcome from HOS received	Time between Stage 2 outcome and HoS Outcome	Determinations in case	Severe Maladministration	Maladministration	Service Failure	No Maladministration	Out of Jurisdiction	Reasonable Redress	Mediation
1	20/01/2023	27/09/2023	04/04/2024	440	1	0	0	0	1	0	0	0
2	17/11/2022	23/08/2023	13/06/2024	574	5	0	1	1	2	1	0	0
3	19/05/2023	08/08/2023	13/06/2024	391	3	0	2	0	1	0	0	0
4	23/05/2023	17/09/2023	26/06/2024	400	1	0	0	0	1	0	0	0
5	22/08/2022	23/07/2024	26/02/2025	919	2	0	1	0	0	0	1	0
6	05/06/2023	29/01/2025	26/06/2024	387	3	0	1	1	0	1	0	0
7	11/05/2023	04/08/2023	27/06/2024	413	1	0	1	0	0	0	0	0
8	19/05/2024	08/08/2023	27/06/2024	39	2	0	1	1	0	0	0	0
9	05/07/2023	07/02/2024	05/07/2024	366	1	0	0	0	0	0	1	0
10	01/08/2023	11/06/2024	25/07/2024	359	2	0	1	1	0	0	0	0
11	17/04/2023	16/11/2023	15/08/2024	486	2	0	0	2	0	0	0	0
12	29/09/2023	16/05/2024	22/08/2024	328	1	0	0	1	0	0	0	0
13	18/04/2023	05/07/2024	29/08/2024	499	2	0	2	0	0	0	0	0
14	06/11/2023	17/07/2024	30/08/2024	298	2	1	0	1	0	0	0	0
15	19/01/2024	30/05/2024	03/09/2024	228	3	0	1	1	1	0	0	0
16	13/06/2023	04/03/2024	04/09/2024	449	3	0	1	2	0	0	0	0
17	15/12/2023	20/08/2024	21/10/2024	311	3	0	0	1	1	0	1	0
18	17/07/2024	11/12/2024	11/12/2024	147	1	0	0	0	0	0	0	1
19	30/07/2024	16/12/2024	16/12/2024	139	2	0	0	0	1	0	1	0

20	21/07/2023	08/03/2024	31/01/2025	560	1	0	0	0	0	0	0	1
21	22/02/2023	04/01/2024	14/02/2025	723	1	0	1	0	0	0	0	0
22	12/05/2023	05/07/2023	07/02/2025	637	2	0	1	0	1	0	0	0
23	07/06/2023	25/02/2025	25/02/2025	629	2	0	0	1	0	0	1	0
				Totals	46	1	14	13	9	2	5	2