



Financial year and quarter	Average of Time for allocation (calendar days)
2023 - 24	28
Qtr 1	13
Qtr 2	31
Qtr 3	45
Qtr 4	25
2024 - 25	41
Qtr 1	28
Qtr 2	35
Qtr 3	48
Qtr 4	49
2025 - 26	31
Qtr 1	47
Qtr 2	29
Qtr 3	32
Qtr 4	13
Grand Total	33

Table 1 – The average time (in calendar days) for a complaint to first be allocated to a complaints officer by financial year and financial quarter.