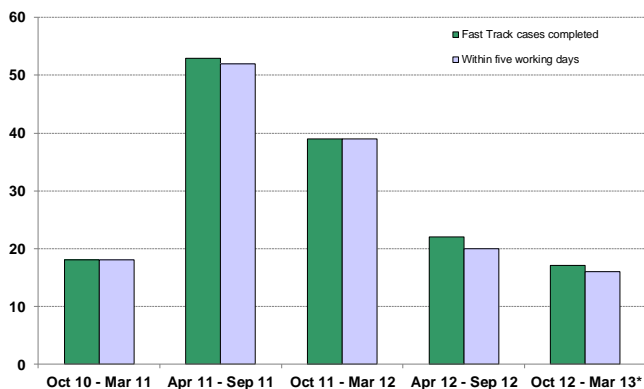


**[C1.1] Fast Track:** To complete the investigation and respond to the complainant; send a leaflet explaining how the Complaints Scheme works and the right to ask for a Stage One investigation.

**Target:** 97.5% within five working days of receipt.

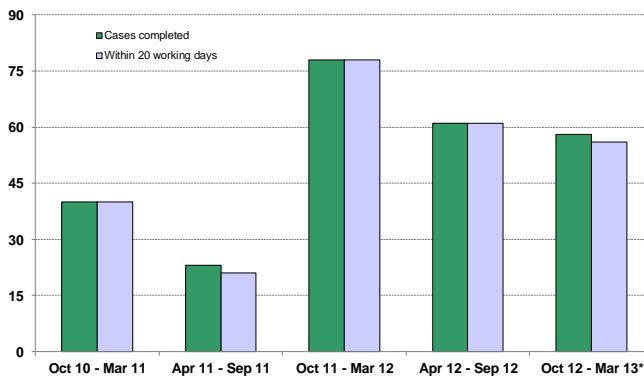
**Latest Performance\*:** Target not met



**[C1.3] Stage One:** To notify complainant if the complaint will not be admitted to the Scheme at Stage One.

**Target:** 97.5% within 20 working days of receipt.

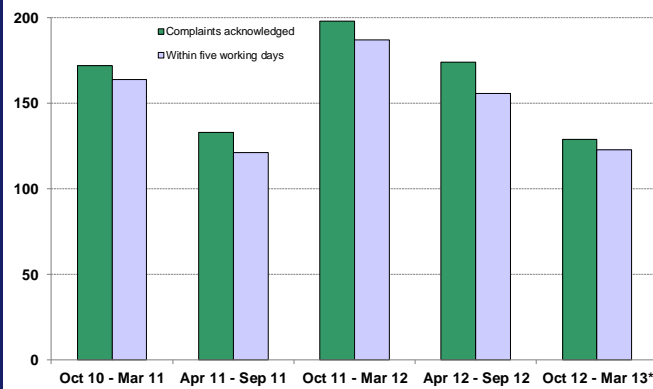
**Latest Performance\*:** Target not met



**[C1.2] Stage One:** To acknowledge a complaint, send a leaflet explaining how the Complaints Scheme works and the right to ask for Stage Two investigation.

**Target:** 97.5% within five working days of receipt.

**Latest Performance\*:** Target not met



**[C1.4] Complete a Stage One investigation and write to the complainant with results of the complaint or write to the complainant to set out a reasonable timescale within which the FSA plans to deal with the complaint.**

**Target:** 97.5% within 20 working days of receipt.

**Latest Performance\*:** Target met

