

**TABLE 2: Complaints recorded by Capita relating to Language Services under the Framework Agreement**

	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 2012	Aug 12	Sep 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Total
Criminal Courts	489	416	280	169	120	133	106	89	88	103	80	144	2,217
Civil & Family	21	33	16	19	6	6	5	-	10	12	9	10	147
Tribunals	335	604	302	368	326	275	218	264	228	343	245	542	4,050
Other ( <i>Prisons + NOMS</i> )	1	1	-	1	-	-	-	-	-	-	-	-	3
<b>TOTAL COMPLAINTS</b>	<b>846</b>	<b>1,054</b>	<b>598</b>	<b>557</b>	<b>452</b>	<b>414</b>	<b>329</b>	<b>353</b>	<b>326</b>	<b>458</b>	<b>334</b>	<b>696</b>	<b>6,417</b>
Working days	21	22	19	21	19	22	22	20	23	22	19	22	252
<b>Avg no. complaints/day</b>	<b>40</b>	<b>48</b>	<b>31</b>	<b>27</b>	<b>24</b>	<b>19</b>	<b>15</b>	<b>18</b>	<b>14</b>	<b>21</b>	<b>18</b>	<b>32</b>	<b>25</b>
Total requests	6,719	11,119	10,034	11,772	10,513	11,748	10,833	10,822	12,393	12,615	9,584	13,001	131,153
<b>Complaints % total requests</b>	<b>12.6%</b>	<b>9.5%</b>	<b>6.0%</b>	<b>4.7%</b>	<b>4.3%</b>	<b>3.5%</b>	<b>3.0%</b>	<b>3.3%</b>	<b>2.6%</b>	<b>3.6%</b>	<b>3.5%</b>	<b>5.4%</b>	<b>4.9%</b>

Source: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/177042/statistical-tables-jan12-jan13.xls](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/177042/statistical-tables-jan12-jan13.xls)