



**ILEX PROFESSIONAL STANDARDS LTD  
KEY PERFORMANCE INDICATORS IN COMPLAINTS HANDLING**

<b>Complaints handling</b>		
1.	Responses are sent to all routine communications.	Responses are sent within 7 working days of receipt of communication.
2.	Complaints cases are referred to the Investigating Committee in a timely fashion	<ul style="list-style-type: none"> <li>• 80% cases are referred within 6 months of the complaint being made</li> <li>• 100% cases are referred within 9 months of the complaint being made</li> </ul>
3.	The final hearing in cases referred to the Disciplinary Tribunal takes place in a timely fashion	<ul style="list-style-type: none"> <li>• 65% cases are disposed of within 6 months of the date referral to the Disciplinary Tribunal by the Investigating Committee</li> <li>• 100% cases are disposed of within 9 months of the date of referral to the Disciplinary Tribunal by the investigating committee</li> </ul>
4.	Decision making is effective	Decisions are successfully challenged in no more than 5% cases (includes decisions upheld on appeal and judicial review applications)
5.	Decision making processes are effective and case management is effective	All cases that are successfully challenged are reviewed to identify appropriate action points
6.	Decision making and case management is effective	Financial orders are made against ILEX in no more than 5% cases
7.	Decision making is transparent, complaints procedures and case handling is managed openly	Decisions are promptly recorded in all cases and are published
8.	Investigating and disciplinary bodies report on their work	Annual report of the investigating and disciplinary work is produced within 3 months of the end of year
9.	Investigation and disciplinary rules are up to date and fit for purpose	Revised complaints handling and disciplinary rules are implemented by January 2010
10.	Case management is efficient and cost aware	Costs of complaints handling and disciplinary work will not exceed annual budget
11.	IPS in its complaints handling and disciplinary work will comply with the ILEX equality and diversity plan/strategy	No successful challenge of complaints/ disciplinary procedures on grounds of discrimination