

September 2020

Investigations started and completed

	September 2020	Current financial year to date	September 2019
Independent investigations started	40	255	34
Independent investigations completed	39	218	58
Average length of independent investigations (working days)	216	251	212

Between April 2020 and September 2020, we completed 81% of the investigations we closed in 12 months or less, compared to 76% in the same period last year.

We continue to focus effort on closing older cases, which has had an impact on our recent performance data.

Appeals

	September 2020	Current financial year to date	September 2019
Appeals received *	65	647	259
Appeals completed	90	744	266
Number of appeals upheld	27	232	92
% of appeals upheld**	33%	34%	39%

*This figure may change as a result of data being recorded after the figures are collated.

**The % of upheld appeals is worked out from the number of appeals upheld over the total number of valid appeals completed.

Find out how we are performing against our targets.