

Table 2.1
Summary of Public Enquiry Unit's activity, 2014 compared with 2013

	2013	2014
Number of enquiries received by telephone	21,450	20,346
Number of enquiries and complaints received in writing	5,067	5,555
Number of complaints ^a	1,549	4,022
Number of complaints on which a position was taken	1,131	1,602
Number of complaints found justified	22.2%	15.8%

^a The increase in the number of complaints is explained primarily by the Public Enquiry Unit switch, at the end of 2013, to a new system for handling enquiries, in which the classification methodology for enquiries and complaints, and decisions regarding them, was changed