

**A&E formal complaints received Jan-Dec 2015 by method  
received and subject of complaint**

	<b>Administration</b>	<b>Communication issues</b>	<b>Miscellaneous</b>	<b>Patient care</b>	<b>Concern about staff</b>	<b>Timeliness</b>	<b>Total</b>
<b>Advocacy Service</b>	0	0	0	1	0	0	1
<b>Email</b>	1	1	2	41	45	17	107
<b>Fax</b>	0	0	0	0	1	0	1
<b>Via hospital</b>	0	0	0	5	1	0	6
<b>Letter</b>	0	0	1	20	12	2	35
<b>In person</b>	0	0	0	0	1	0	1
<b>Telephone</b>	1	3	0	42	58	13	117
<b>Totals:</b>	2	4	3	109	118	32	268