

7,300  
Adjudication  
Complaint Files  
Received

+6%



4,370<sup>1</sup>  
Adjudication Hearings  
(+24%) and  
2,247  
Adjudication Decisions  
Issued (+82%)

92%<sup>2</sup>  
of Adjudication  
Complaints Processed in  
less than 6 months



2,234  
Conciliation and  
Dispute Facilitation  
Meetings Held

+26%



85% of Collective  
Disputes Resolved



Face-To-Face  
Complaint Mediation  
Hearings more than  
doubled year-on-year



Legacy Adjudication  
Complaints  
Reduced from 1,630  
at end-2016 to  
300 at end-2017

1,052  
Inspection Complaints  
Received

+3%



4,750 Inspections  
Concluded



52,000  
Telephone Calls  
Dealt With

-12%



1.65m Web Views

+8%



Unpaid Wages  
Recovered: €1.8m

+14%



<sup>1</sup> More than one complaint per hearing routinely dealt with

<sup>2</sup> Absent requests for deferrals by either/both parties