

# 2 Key Indicators



**55,810**

**Infoline Calls**  
(+6% on 2020)



**3,393,844**

**Website Views**  
(+30% on 2020)



**12,014**

**Specific Complaints**



**3,320**

**Adjudication hearings held**  
(+75% on 2020)



**Two-thirds** of adjudications decisions upheld on appeal



**Conciliation Conferences**  
**+25% on 2020**



**Over half** of mediations resolved



**4,432**  
**Inspections concluded**



**Code of Practice on the Right to Disconnect**



**Employment Rights and Equal Status Campaigns**



**Increase in outreach via followers on Twitter (+42%) and LinkedIn (+26%)**



**New Procedures/ Protocols post-“Zalewski”**



**Full year commentary on adjudication decisions**



**New office in Cork**