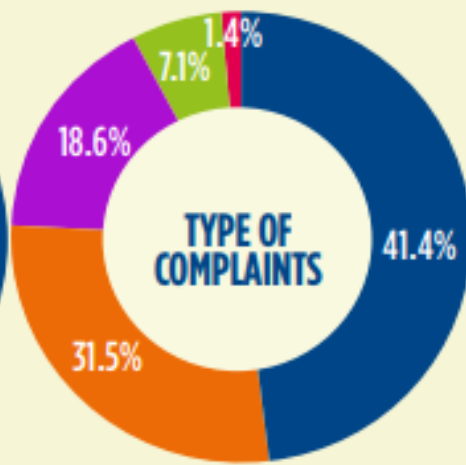
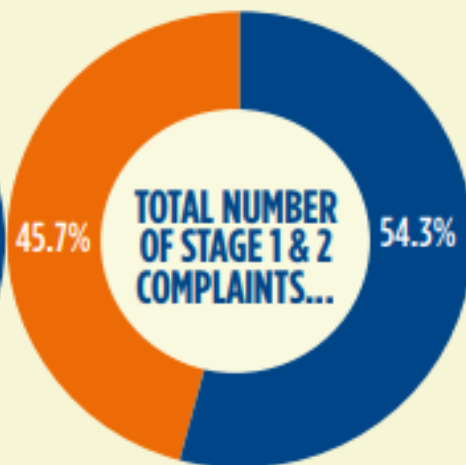
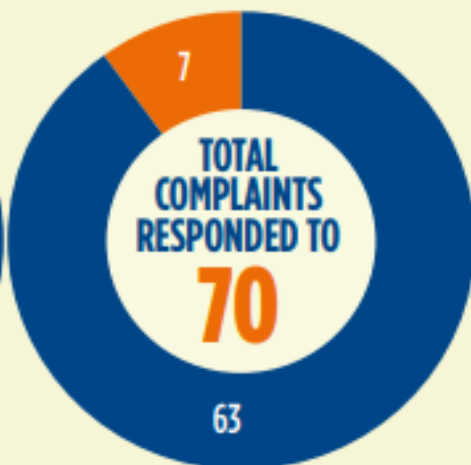


30's

COMPLAINTS, COMPLIMENTS & COMMENTS for Quarter 1 2020/21



Stage 1 Complaints received	66
Stage 2 Complaints received including escalated stage 1 complaints	7

Stage 1 complaints responded to including escalated stage 1 complaints	63
Stage 2 Complaints responded to including escalated stage 1 complaints	7

Upheld/Partially upheld	54.3% (38 out of 70)
Not Upheld	45.7% (32 out of 70)

Unhappy with service	41.4% (29 out of 70)
Repairs & Maintenance	31.5% (22 out of 70)
Staff Treatment	18.6% (13 out of 70)
Dissatisfied with Procedure	7.1% (5 out of 70)
Disagreed with Decision	1.4% (1 out of 70)



Total complaints responded to on time: 57 (81.43%)



regarding the level of service provided by staff and quality of work from new grounds maintenance contractors.

Full details on Caledonia's Complaints Procedure, including details about how to complain and details of support agencies available to you in making a complaint can be found on our website in the about us section at https://www.caledoniaha.co.uk/223_Complaints.html