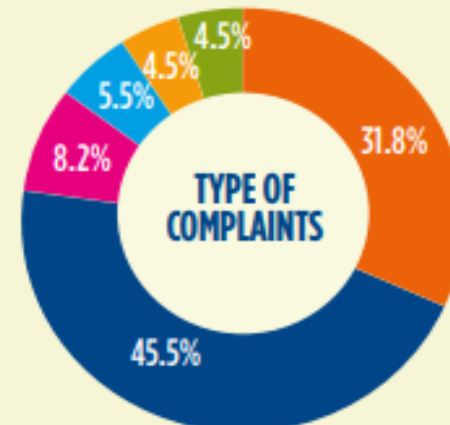
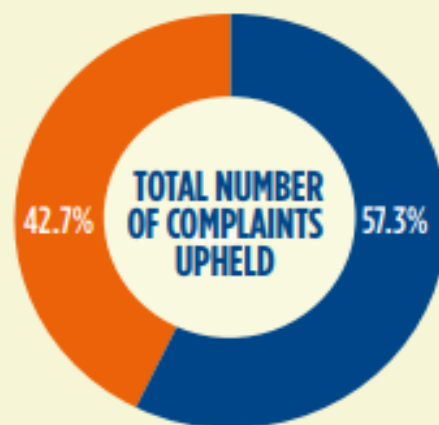


# 30's

# COMPLAINTS, COMPLIMENTS & COMMENTS

from January to March 2021



Stage 1 Complaints received	105
Stage 2 Complaints received including 8 escalated Stage 1 Complaints	12

Stage 1 Complaints completed	99
Stage 2 Complaints completed including 8 escalated Stage 1 Complaints	11

Upheld/Partially Upheld	63	57.3%
Not Upheld	47	42.7%

Unhappy with Service	31.8%	35
Repairs and Maintenance	45.5%	50
Staff Treatment/Behaviour	8.2%	9
Dissatisfied with Procedure	5.5%	6
Disagreed with Decision	4.5%	5
Disagreed with Policy	4.5%	5



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](https://www.caledoniaha.co.uk/223_Complaints.html)