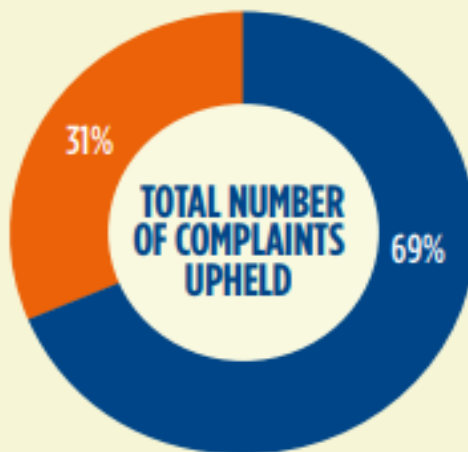


30's

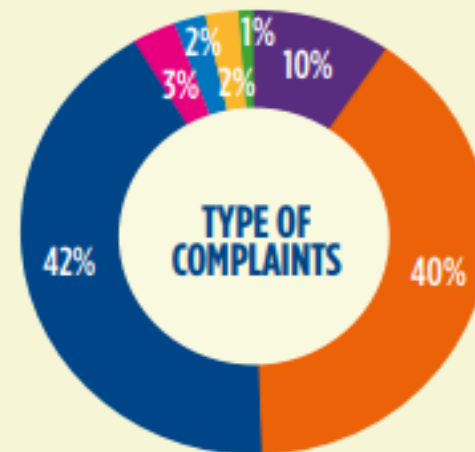
COMPLAINTS, COMPLIMENTS & COMMENTS for July to September 2020



Stage 1 Complaints received 90
Stage 2 Complaints received 3
including escalated stage 1 complaints



Upheld 69%
Not Upheld 31%



Staff	9	10%
Repair	37	40%
Service	39	42%
Decision	3	3%
Equalities	2	2%
Policy	2	2%
Procedure	1	1%



Total complaints responded to on time: 80.6%



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