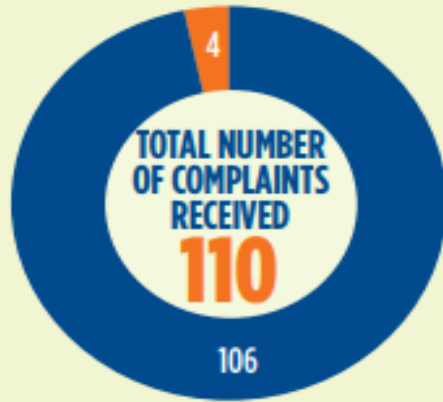
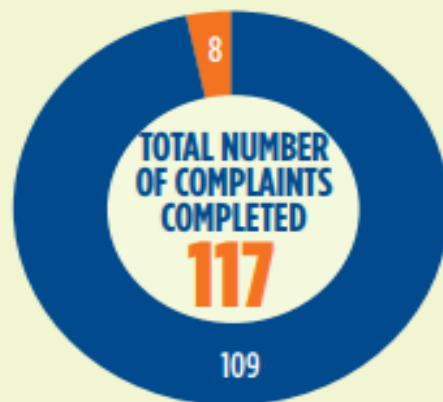


# 30's

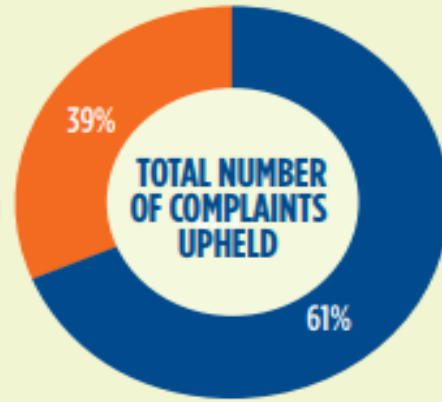
# COMPLAINTS, COMPLIMENTS & COMMENTS from October to December 2020



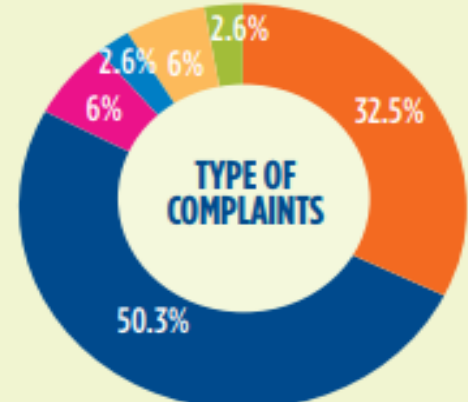
Stage 1 Complaints received	106
Stage 2 Complaints received including escalated stage 1 complaints	4



Stage 1 Complaints completed	109
Stage 2 Complaints completed including escalated stage 1 complaints	8



Upheld/Partially Upheld	71	61%
Not Upheld	46	39%



Unhappy with Service	38	32.5%
Repairs and Maintenance	59	50.3%
Staff Treatment/Behaviour	7	6%
Dissatisfied with Procedure	3	2.6%
Disagreed with Decision	7	6%
Disagreed with Policy	3	2.6%



Total complaints responded to on time: 97 82.9%



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