

Complaints Report – April 2016

Average timescales for TOTAL complaints: 1.92 days

% of TOTAL complaints completed on time: 92%

	Stage 1 complaints	Stage 2 complaints
Total number of complaints raised from 1 st – 30 th April:	26 (1 complaint was carried over to May)	0
Total number of complaints completed on time:	23	N/A
Total number of late complaints:	2	N/A
Total number of extensions applied for:	0	N/A
Average timescales for completing complaints:	1.92 days	N/A
% of complaints completed on time:	92%	N/A
Total number of complaints upheld:	9	N/A
Total number of complaints partially upheld:	10	N/A
Total number of complaints not upheld:	6	N/A

Stage 1 complaints

Average timescales for total Stage 1 complaints: 1.92 days

% of total Stage 1 complaints completed on time: 92%

	Operations	Asset Management	Finance
% of total Stage 1 complaints completed on time:	78.26%	17.39%	4.35%
% of total Stage 1 late complaints:	100%	0%	0%

Operations

Complaints raised from 1 st – 30 th April:	20
Complaints completed on time:	18 (90%)
Late complaints:	2 (10%)
Average timescales for completing complaints:	2.05 days
Complaints upheld:	4
Complaints partially upheld:	10
Complaints not upheld:	6

Asset Management

Complaints raised from 1 st – 30 th April:	4
Complaints completed on time:	4 (100%)
Late complaints:	0
Average timescales for completing complaints:	1.25 days
Complaints upheld:	4
Complaints partially upheld:	0
Complaints not upheld:	0

Finance

Complaints raised from 1 st – 30 th April:	1
Complaints completed on time:	1 (100%)
Late complaints:	0
Average timescales for completing complaints:	2 days
Complaints upheld:	1
Complaints partially upheld:	0
Complaints not upheld:	0