

Customer Insight Report – April 2018

March average timescales for TOTAL STAGE 1 complaints: 2.7 days¹

April average timescales for TOTAL STAGE 1 complaints: 3.6 days²

March % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time: 91.3%³

April % of TOTAL complaints (STAGE1 & STAGE 2) completed on time: 86.5%⁴

	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	50	8	9	49	29	20	0	6	12.2%	43	87.8%
ESCALATED TO STAGE 2	1	1	1	1	1	0	0	0	0%	1	100%
STAGE 2	1	1	0	2	1	1	0	1	50%	1	50%
TOTAL COMPLAINTS	52	10	10	52	31	21	0	7	16.7%	45	86.5%

Complaints Satisfaction

Learning from Complaints logged: 1⁵

Compliments logged: 0

¹ Based on 40 Stage 1 complaints

² Based on 49 Stage 1 complaints

³ Based on 42 out of 46 Total (Stage 1 & Stage 2) complaints

⁴ Based on 45 out of 52 Total (Stage 1 & Stage 2) complaints

⁵ 1 x Operations

Complaints Handling Feedback forms responses to date from 1st April – 31st March 2017: 124⁶

COMPLAINT FEEDBACK FORM ANALYSIS

	% Very Satisfied	% Fairly Satisfied	% Fairly Dissatisfied	% Very Dissatisfied	% Neither Satisfied nor Dissatisfied
Q1 - Overall Satisfaction with Caledonia	30.6%	31.5%	5.6%	21.0%	11.3%
Q2 - Satisfaction with Complaint Handling	37.1%	23.4%	8.1%	18.5%	12.9%
Q3 - Satisfaction with Complaint Outcome	29.0%	20.2%	8.9%	28.2%	13.7%

DEPARTMENTAL ANALYSIS OF COMPLAINTS

<u>Asset Management</u> <u>MARCH</u>	Complaints raised from 1 st – 31 st March	Complaints brought forward from February	Complaints carried over into April	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (<i>classed as a late complaint</i>)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	13	1	2	12	6	6	1	1	8.3%	11	91.7%
ESCALATED TO STAGE 2	0	2	0	2	2	0	0	0	0%	2	100%
STAGE 2	1	0	1	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	14	3	3	14	8	6	1	1	7.1%	13	92.9%

⁶ Based on 476 Feedback forms sent

<u>Asset Management</u> <u>APRIL</u>	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	15	2	7	10	3	7	0	1	10%	9	90%
ESCALATED TO STAGE 2	1	1	1	1	1	0	0	0	0%	1	100%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	16	3	8	11	4	7	0	1	9.1%	10	90.9%

<u>Business Services</u> <u>MARCH</u>	Complaints raised from 1 st – 31 st March	Complaints brought forward from February	Complaints carried over into April	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	0	0	0	0	0	0	0	0	0%	0	0%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0%	0	0%

<u>Business Services</u> <u>APRIL</u>	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	0	0	0	0	0	0	0	0	0%	0	0%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	1	0	0	1	1	0	0	1	100%	0	0%
TOTAL COMPLAINTS	1	0	0	1	1	0	0	1	100%	0	0%

<u>Finance</u> <u>MARCH</u>	Complaints raised from 1 st – 31 st March	Complaints brought forward from February	Complaints carried over into April	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	0	0	0	0	0	0	0	0	0%	0	0%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0%	0	0%

<u>Finance</u> <u>APRIL</u>	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	0	0	0	0	0	0	0	0	0%	0	0%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0%	0	0%

<u>Housing</u> <u>Support</u> <u>MARCH</u>	Complaints raised from 1 st – 31 st March	Complaints brought forward from February	Complaints carried over into April	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	0	0	0	0	0	0	0	0	0%	0	0%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0%	0	0%

<u>Housing Support</u> <u>APRIL</u>	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	0	0	0	0	0	0	0	0	0%	0	0%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0%	0	0%

<u>Operations</u> <u>MARCH</u>	Complaints raised from 1 st – 31 st March	Complaints brought forward from February	Complaints carried over into April	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	32	2	6	28	20	8	0	1	3.6%	27	96.4%
ESCALATED TO STAGE 2	1	2	0	3	3	0	1	1	33.3%	2	66.7%
STAGE 2	1	1	1	1	0	1	0	1	100%	0	0%
TOTAL COMPLAINTS	34	5	7	32	23	9	1	3	9.4%	29	90.6%

<u>Operations</u> <u>APRIL</u>	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	35	6	2	39	26	13	0	5	12.8%	34	87.2%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	0	1	0	1	1	0	0	1	100%	0	0%
TOTAL COMPLAINTS	35	7	2	40	27	13	0	6	15%	34	85%