

Handling your complaints

An overview of our complaints handling performance for the 2nd quarter (1 July to 30 September 2014) of the 2014/15 reporting year is as follows:

- 112 complaints received in total during the 2nd quarter
- 110 Stage 1 and 2 Stage 2
- 88% of stage 1 complaints were responded to within 5 days
- Neither of the stage 2 complaints were responded to within the 20 day timescale, however the requirement for additional time was agreed with the customer in both cases
- Average time scale for responding to stage 1 complaints was 4 days (target: 5 days)
- Average timescale for responding to stage 2 complaints was 21.5 days (slightly over the target of 20 days)
- 55% of stage 1 complaints were upheld with 19% being partially upheld and 26% not upheld
- 50% of stage 2 complaints were upheld with the other 50% being partially upheld

In the next edition of the *Caledonia News* we will be telling you how we performed during quarter 3 (1 October to 31 December 2014) of the reporting year. We will also be sharing some case studies of how your complaints/dissatisfaction feedback has been used to bring about improvements in the way we provide services to you.

