

## Complaints Report – April 2016

Average timescales for TOTAL complaints: 1.76 days

% of TOTAL complaints completed on time: 96%

	<b>Stage 1 complaints</b>	<b>Stage 2 complaints</b>
Total number of complaints raised from 1 <sup>st</sup> – 30 <sup>th</sup> April:	26 <sup>1</sup>	0
Total number of complaints completed on time:	24	N/A
Total number of late complaints:	1	N/A
Total number of extensions applied for:	0	N/A
Average timescales for completing complaints:	1.76 days	N/A
% of complaints completed on time:	96%	N/A
Total number of complaints upheld:	8	N/A
Total number of complaints partially upheld:	10	N/A
Total number of complaints not upheld:	7	N/A

### Stage 1 complaints

Average timescales for total Stage 1 complaints: 1.76 days

% of total Stage 1 complaints completed on time: 96%

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<sup>1</sup> 1 complaint was carried over to May

	Operations	Asset Management	Finance
% of total Stage 1 complaints completed on time:	79.2%	16.7%	4.2%
% of total Stage 1 late complaints:	100%	0%	0%

### Operations

Complaints raised from 1 <sup>st</sup> – 30 <sup>th</sup> April:	21 <sup>2</sup>
Complaints completed on time:	19 (95%)
Late complaints:	1 (5%)
Average timescales for completing complaints:	1.85 days
Complaints upheld:	4
Complaints partially upheld:	10
Complaints not upheld:	6

### Asset Management

Complaints raised from 1 <sup>st</sup> – 30 <sup>th</sup> 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

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<sup>2</sup> Including complaint carried over to May

## Finance

Complaints raised from 1 <sup>st</sup> – 30 <sup>th</sup> 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