



Complaints Report – August 2016

July average timescales for TOTAL STAGE 1 complaints: 4.4 days¹

August average timescales for TOTAL STAGE 1 complaints: 3.4 days²

Accumulative average timescales for TOTAL STAGE 1 complaints to date from 1st April – 31st August: 3.1 days³

July % of TOTAL complaints (STAGE1 & STAGE 2) completed on time: 80.0%⁴

August % of TOTAL complaints (STAGE1 & STAGE 2) completed on time: 77.5%⁵

Accumulative % of TOTAL complaints (STAGE1 & STAGE 2) completed on time to date from 1st April – 31st August: 87.1%⁶

	Complaints raised from 1 st – 31 ST August	Complaints brought forward from July	Complaints carried over into September	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for	Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	41	2	6	37	17	20	3	9	24.3%	28	75.7%
STAGE 2	1	1	0	2	1	1	0	0	0%	2	100%
ESCALATED TO STAGE 2	1	0	0	1	1	0	0	0	0%	1	100%
TOTAL COMPLAINTS	43	3	6	40	19	21	3	9	22.5%	31	77.5%

¹ Based on 14 complaints

² Based on 37 complaints

³ Based on 126 complaints

⁴ Based on 12 complaints

⁵ Based on 31 complaints

⁶ Based on 115 complaints



Complaints Satisfaction

Learning from Complaints logged: 2⁷

Compliments logged: 4⁸

Complaints Handling Feedback forms returned: 0⁹

DEPARTMENTAL ANALYSIS OF COMPLAINTS

<u>Operations (JULY)</u>	Complaints raised from 1 st – 31 ST July	Complaints brought forward from June	Complaints carried over into August	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for	Late complaints	% of Late complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	7	2	0	9	5	4	0	2	22.2%	7	77.8%
STAGE 2	1	1	1	1	0	1	1	1	100%	0	0%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	8	2	1	10	5	5	1	3	30%	7	70%

<u>Operations (AUGUST)</u>	Complaints raised from 1 st – 31 ST August	Complaints brought forward from July	Complaints carried over into September	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for	Late complaints	% of Late complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	25	0	1	24	10	14	0	4	16.7%	20	83.3%
STAGE 2	0	1	0	1	0	1	0	0	0%	1	100%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	0	0	1	25	10	15	0	4	16	21	84%

⁷ Asset Management entry & Confidential Stage 2 complaint entry

⁸ Operations entry x 3, Business Services entry x 1

⁹ 0 forms sent, awaiting re-print

<u>Asset Management (JULY)</u>	Complaints raised from 1 st – 31 ST July	Complaints brought forward from June	Complaints carried over into August	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for	Late complaints	% of Late complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	7	0	2	5	5	0	0	0	0%	5	100%
STAGE 2	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%
TOTAL COMPLAINTS	7	0	2	5	5	0	0	0	0%	5	100%

<u>Asset Management (AUGUST)</u>	Complaints raised from 1 st – 31 ST August	Complaints brought forward from July	Complaints carried over into September	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for	Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	16	2	5	13	7	6	3	5	38.5%	8	61.5%
STAGE 2	1	0	0	1	1	0	0	0	0%	1	100%
ESCALATED TO STAGE 2	1	0	0	1	1	0	0	0	0%	1	100%
TOTAL COMPLAINTS	20	2	5	15	9	6	3	5	33%	10	67%



<u>Finance</u> <u>(JULY)</u>	Complaints raised from 1 st – 31 ST July	Complaints brought forward from June	Complaints carried over into August	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for	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
STAGE 2	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
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0

<u>Finance</u> <u>(AUGUST)</u>	Complaints raised from 1 st – 31 ST August	Complaints brought forward from July	Complaints carried over into September	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for	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
STAGE 2	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
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0