



Complaints Report – July 2016

Quarter 1 average timescales for TOTAL STAGE 1 complaints: 2.64 days¹

July average timescales for TOTAL STAGE 1 complaints: 4.4 days²

Accumulative average timescales for TOTAL STAGE 1 complaints to date from 1st April – 31 July: 2.9 days³

Quarter 1 % of TOTAL complaints completed on time: 93.5%⁴

July % of TOTAL complaints completed on time: 80.0%⁵

Accumulative % of TOTAL complaints (STAGE1 & STAGE 2) completed on time to date from 1st April – 31 July: 91.4%⁶

	Complaints raised from 1 st – 30 th 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	Complaints responded to on time	% of complaints responded to on time
STAGE 1	14	2	2	14	10	4	0	2	11	85.7%
STAGE 2	1	1	1	1	0	1	0	1	0	0%
TOTAL COMPLAINTS	15	3	3	15	10	5	0	3	11	80.0%

¹ Based on 75 complaints

² Based on 14 complaints

³ Based on 87 complaints

⁴ Based on 72 complaints

⁵ Based on 12 complaints

⁶ Based on 84 complaints



Complaints Satisfaction

Learning from Complaints logged: 17
 Compliments logged: 5
 Complaints Handling Feedback forms returned: 1

Stage 1 complaints

Average timescales for total Stage 1 complaints: 4.4 days
 % of total Stage 1 complaints completed on time: 85.7%

	Operations	Asset Management	Finance	Total
% of total Stage 1 complaints completed on time:	50.0%	35.7%	N/A	85.7%
% of total Stage 1 late complaints:	14.3%	0%	N/A	14.3%

Operations

Complaints raised from 1st – 31st July: 7
 Complaints brought forward from June: 2
 Complaints carried over into August: 0
 Complaints completed on time: 7
 Late complaints: 2
 Average timescales for completing complaints: 4.6 days

⁷ Stage 2 complaint therefore not logged on Learning from Complaints register due to confidentiality



Complaints upheld:	5
Complaints not upheld:	4

Asset Management

Complaints raised from 1 st – 31 st July:	7
Complaints brought forward from June:	0
Complaints carried over into August:	2
Complaints completed on time:	5
Late complaints:	0
Average timescales for completing complaints:	2.2 days
Complaints upheld:	5
Complaints not upheld:	0

Finance

Complaints raised from 1 st – 31 st July:	0
Complaints brought forward from June:	0
Complaints carried over into August:	0
Complaints completed on time:	N/A
Late complaints:	N/A
Average timescales for completing complaints:	N/A
Complaints upheld:	N/A
Complaints partially upheld:	N/A
Complaints not upheld:	N/A