

Complaints Report – May 2016

April average timescales for TOTAL complaints: 1.76 days¹

May average timescales for TOTAL complaints: 2.84 days²

Aggregated average timescales for TOTAL complaints: 2.36 days³

April % of TOTAL complaints completed on time: 96%⁴

May % of TOTAL complaints completed on time: 93.5%⁵

Aggregated % of TOTAL complaints completed on time: 93%⁶

	Stage 1 complaints	Stage 2 complaints
Total number of complaints raised from 1 st – 31 th May:	30	2
Total number of complaints completed on time:	29 ⁷	Ongoing
Total number of late complaints:	2	N/A
Total number of extensions applied for:	0	N/A
Average timescales for completing complaints:	2.84 days	N/A
% of complaints completed on time:	93.5%	N/A
Total number of complaints upheld:	11	N/A
Total number of complaints partially upheld:	10	N/A
Total number of complaints not upheld:	10	N/A

¹ Based on 25 complaints

² Based on 31 complaints

³ Based on 56 complaints

⁴ Based on 25 complaints

⁵ Based on 31 complaints

⁶ Based on 56 complaints

⁷ Including complaint carried over from April

Stage 1 complaints

Average timescales for total Stage 1 complaints: 2.84 days

% of total Stage 1 complaints completed on time: 93.5%

	Operations	Asset Management	Finance
% of total Stage 1 complaints completed on time:	90.91%	100%	100%
% of total Stage 1 late complaints:	9.09%	N/A	N/A

Operations

Complaints raised from 1st – 31st May: 21

Complaints completed on time: 20⁸

Late complaints: 2

Average timescales for completing complaints: 3.35 days

Complaints upheld: 9

Complaints partially upheld: 6

Complaints not upheld: 7

Asset Management

Complaints raised from 1st – 31st May: 9

Complaints completed on time: 9

Late complaints: 0

Average timescales for completing complaints: 2.3 days

Complaints upheld: 2

⁸ Including complaint carried over from April

Complaints partially upheld:	4
Complaints not upheld:	3

Finance

Complaints raised from 1 st – 31 st May:	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