

Customer Insight Report – October 2016

September average timescales for TOTAL STAGE 1 complaints: 3.7 days¹

October average timescales for TOTAL STAGE 1 complaints: 4.4 days²

Accumulative average timescales for TOTAL STAGE 1 complaints to date from 1st April – 31st October: 3.3 days³

September % of TOTAL complaints (STAGE1 & STAGE 2) completed on time: 77.8%⁴

October % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time: 80%⁵

Accumulative % of TOTAL complaints (STAGE1 & STAGE 2) completed on time to date from 1st April – 31st October: 85%⁶

	Complaints raised from 1 st – 31 st October	Complaints brought forward from September	Complaints carried over into November	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld)	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	19	1	3	17	12	5	1	4	23.5%	13	76.5%
STAGE 2	1	2	0	3	2	1	0	0	0%	3	100%
ESCALATED TO STAGE 2	1	0	1	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	21	3	4	20	14	6	1	4	20%	16	80%

¹ Based on 36 Stage 1 complaints

² Based on 17 Stage 1 complaints

³ Based on 179 Stage 1 complaints

⁴ Based on 28 out of 36 Total (Stage 1 & Stage 2) complaints

⁵ Based on 16 out of 20 Total (Stage 1 & Stage 2) complaints

⁶ Based on 159 out of 188 Total (Stage 1 & Stage 2) complaints

Complaints Satisfaction

Learning from Complaints logged: 4⁷

Compliments logged: 2⁸

Complaints Handling Feedback forms returned to date from 1st April – 30th September: 27⁹

COMPLAINT FEEDBACK FORM ANALYSIS

	% Very Satisfied	% Fairly Satisfied	% Fairly Dissatisfied	% Very Dissatisfied	% Neither Satisfied nor Dissatisfied	% No opinion
Q1 - Overall Satisfaction with Caledonia	52%	19%	7%	15%	N/A	7%
Q2 - Satisfaction with Complaint Handling	48%	26%	0%	19%	N/A	7%
Q3 - Satisfaction with Complaint Outcome	40%	19%	0%	19%	7%	15%

⁷ Operations x 2, Stage 2 complaints x 2

⁸ Operations x 1, Home help x 1

⁹ Based on 162 Complaint feedback forms sent. Including 3 x telephone conversations and 1 x face to face conversation.

DEPARTMENTAL ANALYSIS OF COMPLAINTS

<u>Operations</u> SEPTEMBER	Complaints raised from 1 st – 30 th September	Complaints brought forward from August	Complaints carried over into October	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	18	1	1	18	11	7	0	2	11%	16	89%
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	18	1	1	18	11	7	0	2	11%	16	89%

<u>Operations</u> OCTOBER	Complaints raised from 1 st – 31 ST October	Complaints brought forward from September	Complaints carried over into November	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	9	1	1	9	7	2	1	2	22%	7	78%
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	9	1	1	9	7	2	1	2	22%	7	78%

<u>Housing Support</u> SEPTEMBER	Complaints raised from 1 st – 30 th September	Complaints brought forward from August	Complaints carried over into October	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	1	0	0	1	1	0	0	0	0	1	100%
STAGE 2	1	0	1	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	2	0	1	1	1	0	0	0	0	1	100%

<u>Housing Support</u> <u>OCTOBER</u>	Complaints raised from 1 st – 30 th October	Complaints brought forward from September	Complaints carried over into November	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total 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	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	1	0	1	0	1	0	0	0	1	100%

<u>Asset Management</u> <u>SEPTEMBER</u>	Complaints raised from 1 st – 30 th September	Complaints brought forward from August	Complaints carried over into October	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	12	5	0	17	8	9	4	6	35.3%	11	64.7%
STAGE 2	1	0	1	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	13	5	1	17	8	9	4	6	35%	11	65%

<u>Asset Management</u> <u>OCTOBER</u>	Complaints raised from 1 st – 31 st October	Complaints brought forward from September	Complaints carried over into November	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late complaints	Complaints responded to on time	% of complaints responded to on time
STAGE 1	10	0	2	8	5	3	0	2	25%	6	75%
STAGE 2	2	1	1	2	2	0	0	0	0%	2	100%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	12	1	3	10	7	3	0	2	20%	8	80%

<u>Finance</u> SEPTEMBER	Complaints raised from 1 st – 30 th September	Complaints brought forward from August	Complaints carried over into September	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (<i>classed as a late complaint</i>)	Total 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> OCTOBER	Complaints raised from 1 st – 31 ST October	Complaints brought forward from September	Complaints carried over into October	TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON	Complaints upheld	Complaints not upheld	Extensions applied for (<i>classed as a late complaint</i>)	Total 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