

Customer Insight Report – September 2016

August average timescales for TOTAL STAGE 1 complaints: 3.4 days¹

September average timescales for TOTAL STAGE 1 complaints: 3.7 days²

Accumulative average timescales for TOTAL STAGE 1 complaints to date from 1st April – 30th September: 3.2 days³

August % of TOTAL complaints (STAGE1 & STAGE 2) completed on time: 77.5%⁴

September % of TOTAL complaints (STAGE1 & STAGE 2) completed on time: 77.8%⁵

Accumulative % of TOTAL complaints (STAGE1 & STAGE 2) completed on time to date from 1st April – 30th September: 85.1%⁶

	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 (<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	30	6	0	36	20	16	4	8	22.2%	28	77.8 %
STAGE 2	2	0	2	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	32	6	2	36	20	16	4	8	22.2%	28	77.8%

¹ Based on 37 Stage 1 complaints

² Based on 36 Stage 1 complaints

³ Based on 162 Stage 1 complaints

⁴ Based on 31 out of 40 Total (Stage 1 & Stage 2) complaints

⁵ Based on 28 out of 36 Total (Stage 1 & Stage 2) complaints

⁶ Based on 143 out of 168 Total (Stage 1 & Stage 2) complaints

Complaints Satisfaction

Learning from Complaints logged: 4⁷
 Compliments logged: 1⁸
 Complaints Handling Feedback forms returned to date from 1st April – 30th June: 10⁹

COMPLAINT FEEDBACK FORM ANALYSIS

	% Very Satisfied	% Fairly Satisfied	% Fairly Dissatisfied	% Very Dissatisfied	% Neither Satisfied nor Dissatisfied	% No opinion
Q1 - Overall Satisfaction with Caledonia	67%	22%	11%	N/A	N/A	N/A
Q2 - Satisfaction with Complaint Handling	56%	22%	11%	11%	N/A	N/A
Q3 - Satisfaction with Complaint Outcome	33%	N/A	33%	N/A	33%	N/A

⁷ Asset Management x1, Operations x2, combined Operations & Asset Management x1

⁸ Home help x1

⁹ Based on 72 Complaint Feedback forms sent. Including 1 x telephone conversation.

DEPARTMENTAL ANALYSIS OF COMPLAINTS

<u>Operations</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 (classed as a late complaint)	Total 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	25	1	1	25	10	15	0	4	16%	21	84%

<u>Operations</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	17	1	0	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	17	1	0	18	11	7	0	2	11%	16	89%

<u>Housing Support</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	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	0	100%

<u>Asset Management</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 (classed as a late complaint)	Total 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	18	2	5	15	9	6	3	5	33%	10	67%

<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>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 (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	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

Finance 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