

## Customer Insight Report – December 2016

<b>November</b> average timescales for TOTAL STAGE 1 complaints:	3 days <sup>1</sup>
<b>December</b> average timescales for TOTAL STAGE 1 complaints:	3.5 <sup>2</sup>
<b>Accumulative</b> average timescales for TOTAL STAGE 1 complaints to date from 1 <sup>st</sup> April – 31 <sup>st</sup> December:	3.1 <sup>3</sup>
<b>November</b> % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time:	86.4% <sup>4</sup>
<b>December</b> % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time:	88.2% <sup>5</sup>
<b>Accumulative</b> % of TOTAL complaints (STAGE1 & STAGE 2) completed on time to date from 1 <sup>st</sup> April – 31 <sup>st</sup> December:	85.2% <sup>6</sup>

	Complaints raised from 1 <sup>st</sup> – 31 <sup>st</sup> December	Complaints brought forward from November	Complaints carried over into January	<b>TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON</b>	Complaints upheld	Complaints not upheld	Extensions applied for ( <i>classed as a late complaint</i> )	Total Late complaints	% of Late Complaints	<b>Complaints responded to on time</b>	<b>% of complaints responded to on time</b>
<b>STAGE 1</b>	12	5	1	<b>16</b>	10	6	1	2	12.5%	<b>14</b>	<b>87.5%</b>
<b>STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>ESCALATED TO STAGE 2</b>	1	0	0	<b>1</b>	1	0	0	0	0%	<b>1</b>	<b>100%</b>
<b>TOTAL COMPLAINTS</b>	13	5	1	<b>17</b>	11	6	1	2	11.8	<b>15</b>	<b>88.2%</b>

<sup>1</sup> Based on 21 Stage 1 complaints

<sup>2</sup> Based on 16 Stage 1 complaints

<sup>3</sup> Based on 212 Stage 1 complaints

<sup>4</sup> Based on 19 out of 22 Total (Stage 1 & Stage 2) complaints

<sup>5</sup> Based on 16 out of 17 Total (Stage 1 & Stage 2) complaints

<sup>6</sup> Based on 190 out of 223 Total (Stage 1 & Stage 2) complaints

**Complaints Satisfaction**

Learning from Complaints logged: 8<sup>7</sup>

Compliments logged: 0

Complaints Handling Feedback forms responses to date from 1<sup>st</sup> April – 30<sup>th</sup> November: 35<sup>8</sup>

**COMPLAINT FEEDBACK FORM ANALYSIS**

	% Very Satisfied	% Fairly Satisfied	% Fairly Dissatisfied	% Very Dissatisfied	% Neither Satisfied nor Dissatisfied	% No opinion
Q1 - Overall Satisfaction with Caledonia	49%	20%	11%	11%	N/A	9%
Q2 - Satisfaction with Complaint Handling	40%	20%	9%	17%	3%	11%
Q3 - Satisfaction with Complaint Outcome	31%	17%	9%	17%	9%	17%

<sup>7</sup> Operations x 7, Stage 2 x 1

<sup>8</sup> Based on 204 Complaint Feedback forms sent. Including 4 x telephone conversations and 1 x face to face conversation.

### DEPARTMENTAL ANALYSIS OF COMPLAINTS

<b><u>Asset Management</u></b> <b><u>NOVEMBER</u></b>	Complaints raised from 1 <sup>st</sup> – 30 <sup>th</sup> November	Complaints brought forward from October	Complaints carried over into December	<b>TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON</b>	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late complaints	<b>Complaints responded to on time</b>	<b>% of complaints responded to on time</b>
<b>STAGE 1</b>	7	2	1	<b>8</b>	5	3	0	3	37.5%	<b>5</b>	<b>62.5%</b>
<b>STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>ESCALATED TO STAGE 2</b>	0	1	0	<b>1</b>	1	0	0	0	0%	<b>1</b>	<b>100%</b>
<b>TOTAL COMPLAINTS</b>	7	3	1	<b>9</b>	6	3	0	3	33%	<b>6</b>	<b>67%</b>

<b><u>Asset Management</u></b> <b><u>DECEMBER</u></b>	Complaints raised from 1 <sup>st</sup> – 31 <sup>st</sup> December	Complaints brought forward from November	Complaints carried over into January	<b>TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON</b>	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late complaints	<b>Complaints responded to on time</b>	<b>% of complaints responded to on time</b>
<b>STAGE 1</b>	2	1	0	<b>3</b>	0	3	0	0	0%	<b>3</b>	<b>100%</b>
<b>STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>ESCALATED TO STAGE 2</b>	1	0	0	<b>1</b>	1	0	0	0	0%	<b>1</b>	<b>100%</b>
<b>TOTAL COMPLAINTS</b>	3	1	0	<b>4</b>	1	3	0	0	0%	<b>4</b>	<b>100%</b>

<b><u>Finance</u></b> <b><u>NOVEMBER</u></b>	Complaints raised from 1 <sup>st</sup> – 30 <sup>th</sup> November	Complaints brought forward from October	Complaints carried over into December	<b>TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON</b>	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	<b>Complaints responded to on time</b>	<b>% of complaints responded to on time</b>
<b>STAGE 1</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0</b>
<b>STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0</b>
<b>ESCALATED TO STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0</b>
<b>TOTAL COMPLAINTS</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0</b>

<b><u>Finance</u></b> <b><u>DECEMBER</u></b>	Complaints raised from 1 <sup>st</sup> – 31 <sup>st</sup> December	Complaints brought forward from November	Complaints carried over into January	<b>TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON</b>	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late Complaints	<b>Complaints responded to on time</b>	<b>% of complaints responded to on time</b>
<b>STAGE 1</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>ESCALATED TO STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>TOTAL COMPLAINTS</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>

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

<b><u>Housing Support</u></b> <b><u>DECEMBER</u></b>	Complaints raised from 1 <sup>st</sup> – 31 <sup>st</sup> December	Complaints brought forward from November	Complaints carried over into January	<b>TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON</b>	Complaints upheld	Complaints not upheld	Extensions applied for (classed as a late complaint)	Total Late complaints	% of Late complaints	<b>Complaints responded to on time</b>	<b>% of complaints responded to on time</b>
<b>STAGE 1</b>	2	0	0	<b>2</b>	2	0	0	0	0%	<b>2</b>	<b>100%</b>
<b>STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>ESCALATED TO STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>TOTAL COMPLAINTS</b>	2	0	0	<b>2</b>	2	0	0	0	0%	<b>2</b>	<b>100%</b>

<b><u>Operations</u></b> <b><u>NOVEMBER</u></b>	Complaints raised from 1 <sup>st</sup> – 30 <sup>th</sup> November	Complaints brought forward from October	Complaints carried over into December	<b>TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON</b>	Complaints upheld	Complaints not upheld	Extensions applied for ( <i>classed as a late complaint</i> )	Total Late complaints	% of Late complaints	<b>Complaints responded to on time</b>	<b>% of complaints responded to on time</b>
<b>STAGE 1</b>	16	1	4	<b>13</b>	11	2	0	0	0%	<b>13</b>	<b>100%</b>
<b>STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>ESCALATED TO STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>TOTAL COMPLAINTS</b>	16	1	4	<b>13</b>	11	2	0	0	0%	<b>13</b>	<b>100%</b>

<b><u>Operations</u></b> <b><u>DECEMBER</u></b>	Complaints raised from 1 <sup>st</sup> – 31 <sup>st</sup> December	Complaints brought forward from November	Complaints carried over into January	<b>TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON</b>	Complaints upheld	Complaints not upheld	Extensions applied for ( <i>classed as a late complaint</i> )	Total Late complaints	% of Late complaints	<b>Complaints responded to on time</b>	<b>% of complaints responded to on time</b>
<b>STAGE 1</b>	8	4	1	<b>11</b>	8	3	1	2	18%	<b>9</b>	<b>82%</b>
<b>STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>ESCALATED TO STAGE 2</b>	0	0	0	<b>0</b>	0	0	0	0	0%	<b>0</b>	<b>0%</b>
<b>TOTAL COMPLAINTS</b>	8	4	1	<b>11</b>	8	9	1	2	18%	<b>9</b>	<b>82%</b>