

Customer Insight Report – February 2017

January average timescales for TOTAL STAGE 1 complaints: 2.7 days¹

February average timescales for TOTAL STAGE 1 complaints: 3.5 days²

Accumulative average timescales for TOTAL STAGE 1 complaints to date from 1st April – 28th February: 3.1 days³

January % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time: 96.2%⁴

February % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time: 89.3%⁵

Accumulative % of TOTAL complaints (STAGE1 & STAGE 2) completed on time to date from 1st April – 28th February: 86.7%⁶

	Complaints raised from 1 st – 28 th February	Complaints brought forward from January	Complaints carried over into March	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	28	3	7	24	15	9	0	3	12.5%	21	87.5%
STAGE 2	3	3	2	4	2	2	0	0	0%	4	100%
ESCALATED TO STAGE 2	1	0	1	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	32	6	10	28	17	11	0	3	10.7%	25	89.3%

¹ Based on 26 Stage 1 complaints

² Based on 24 Stage 1 complaints

³ Based on 262 Stage 1 complaints

⁴ Based on 25 out of 26 Total (Stage 1 & Stage 2) complaints

⁵ Based on 25 out of 26 Total (Stage 1 & Stage 2) complaints

⁶ Based on 240 out of 277 Total (Stage 1 & Stage 2) complaints

Complaints Satisfaction

Learning from Complaints logged: 0

Compliments logged: 1⁷

Complaints Handling Feedback forms responses to date from 1st April – 30th January: 41⁸

COMPLAINT FEEDBACK FORM ANALYSIS

	% Very Satisfied	% Fairly Satisfied	% Fairly Dissatisfied	% Very Dissatisfied	% Neither Satisfied nor Dissatisfied	% No opinion
Q1 - Overall Satisfaction with Caledonia	41.5	24.4	9.8	14.6	2.4	7.3
Q2 - Satisfaction with Complaint Handling	36.5	17.1	9.8	19.5	7.3	9.8
Q3 - Satisfaction with Complaint Outcome	29.2	17.1	9.8	22.0	7.3	14.6

⁷ 1 x Operations

⁸ Based on 241 Feedback forms sent. Including 5 x telephone conversations and 1 x face to face conversation.

DEPARTMENTAL ANALYSIS OF COMPLAINTS

<u>Asset Management</u> <u>JANUARY</u>	Complaints raised from 1 st – 31 st January	Complaints brought forward from December	Complaints carried over into February	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	0	0	9	7	2	0	0	0%	9	100%
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	0	0	9	7	2	0	0	0%	9	100%

<u>Asset Management</u> <u>FEBRUARY</u>	Complaints raised from 1 st – 28 th February	Complaints brought forward from January	Complaints carried over into March	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	8	0	1	7	6	1	0	0	0%	7	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	9	0	2	7	6	1	0	0	0%	7	100%

<u>Finance</u> <u>JANUARY</u>	Complaints raised from 1 st – 31 st January	Complaints brought forward from December	Complaints carried over into February	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%

<u>Finance</u> <u>FEBRUARY</u>	Complaints raised from 1 st – 28 th February	Complaints brought forward from January	Complaints carried over into March	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	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	1	0	0	1	1	0	0	0	0%	1	100%

<u>Housing Support</u> <u>JANUARY</u>	Complaints raised from 1 st – 31 st January	Complaints brought forward from December	Complaints carried over into February	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	1	0	0	0	0	0	0%	0	0%
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	2	0	0	0	0	0	0%	0	0%

<u>Housing Support</u> <u>FEBRUARY</u>	Complaints raised from 1 st – 28 th February	Complaints brought forward from January	Complaints carried over into March	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	1	0	1	0	1	0	0	0%	1	100%
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	2	0	2	0	2	0	0	0%	2	100%

<u>Operations</u> <u>JANUARY</u>	Complaints raised from 1 st – 31 st January	Complaints brought forward from December	Complaints carried over into February	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	18	1	2	17	7	10	0	1	6%	16	94%
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	20	1	4	17	7	10	0	1	6%	16	94%

<u>Operations</u> <u>FEBRUARY</u>	Complaints raised from 1 st – 28 th February	Complaints brought forward from January	Complaints carried over into March	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	19	2	6	15	8	7	0	3	20%	12	80%
STAGE 2	1	2	1	2	2	0	0	0	0%	2	100%
ESCALATED TO STAGE 2	1	0	1	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	22	4	8	17	10	7	0	3	17.6%	14	82.4%