

## Customer Insight Report – January 2017

**December** average timescales for TOTAL STAGE 1 complaints: 3.5 days<sup>1</sup>

**January** average timescales for TOTAL STAGE 1 complaints: 2.7 days<sup>2</sup>

**Accumulative** average timescales for TOTAL STAGE 1 complaints to date from 1<sup>st</sup> April – 31<sup>st</sup> January: 3.0 days<sup>3</sup>

**December** % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time: 88.2%<sup>4</sup>

**January** % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time: 96.2%<sup>5</sup>

**Accumulative** % of TOTAL complaints (STAGE1 & STAGE 2) completed on time to date from 1<sup>st</sup> April – 31<sup>st</sup> January: 86.4%<sup>6</sup>

|                             | Complaints raised from 1 <sup>st</sup> – 31 <sup>st</sup> January | Complaints brought forward from December | Complaints carried over into February | <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>              | 28  | 1  | 3                                     | <b>26</b>  | 14                | 12                    | 0   | 1                     | 3.8%                 | <b>25</b>                              | <b>96.2%</b>                                |
| <b>STAGE 2</b>              | 3   | 0  | 3                                     | <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>     | 31  | 1  | 6                                     | <b>26</b>  | 14                | 12                    | 0   | 1                     | 4%                   | <b>25</b>                              | <b>96%</b>                                  |

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

<sup>2</sup> Based on 26 Stage 1 complaints

<sup>3</sup> Based on 238 Stage 1 complaints

<sup>4</sup> Based on 15 out of 17 Total (Stage 1 & Stage 2) complaints

<sup>5</sup> Based on 25 out of 26 Total (Stage 1 & stage 2) complaints

<sup>6</sup> Based on 215 out of 249 Total (stage 1 & Stage 2 ) complaints

**Complaints Satisfaction**

Learning from Complaints logged: 10<sup>7</sup>

Compliments logged: 6<sup>8</sup>

Complaints Handling Feedback forms responses to date from 1<sup>st</sup> April – 31<sup>st</sup> December: 40<sup>9</sup>

**COMPLAINT FEEDBACK FORM ANALYSIS**

|   | % Very Satisfied | % Fairly Satisfied | % Fairly Dissatisfied | % Very Dissatisfied | % Neither Satisfied nor Dissatisfied | % No opinion |
|---|------------------|--------------------|-----------------------|---------------------|--------------------------------------|--------------|
| Q1 - Overall Satisfaction with Caledonia  | 42.5             | 22.5               | 10                    | 15                  | 2.5                                  | 7.5          |
| Q2 - Satisfaction with Complaint Handling | 37.5             | 17.5               | 7.5                   | 20                  | 7.5                                  | 10           |
| Q3 - Satisfaction with Complaint Outcome  | 30               | 15                 | 10                    | 22.5                | 7.5                                  | 15           |

**DEPARTMENTAL ANALYSIS OF COMPLAINTS**

<sup>7</sup> 9 x Operations + 1 x Asset Management

<sup>8</sup> 4 x Operations + 1 x Housing Support/Home Help + 1 x Operations/Housing Support

<sup>9</sup> Based on 216 Complaint Feedback forms sent. Including 4 x telephone conversations and 1 x face to face conversation.

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

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

| <b>Operations<br/>DECEMBER</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>                 | 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                 | 3                     | 1  | 2                     | 18%                  | <b>9</b>                               | <b>82%</b>                                  |

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