



## Complaints Report – July 2016

**Quarter 1** average timescales for TOTAL STAGE 1 complaints: 2.64 days<sup>1</sup>

**July** average timescales for TOTAL STAGE 1 complaints: 4.4 days<sup>2</sup>

**Accumulative** average timescales for TOTAL STAGE 1 complaints to date from 1<sup>st</sup> April – 31 July: 2.9 days<sup>3</sup>

**Quarter 1** % of TOTAL complaints completed on time: 93.5%<sup>4</sup>

**July** % of TOTAL complaints completed on time: 80.0%<sup>5</sup>

**Accumulative** % of TOTAL complaints (STAGE1 & STAGE 2) completed on time to date from 1<sup>st</sup> April – 31 July: 91.4%<sup>6</sup>

	Complaints raised from 1 <sup>st</sup> – 30 <sup>th</sup> July	Complaints brought forward from June	Complaints carried over into August	<b>TOTAL NUMBER OF COMPLAINTS PERFORMANCE BASED ON</b>	Complaints upheld	Complaints not upheld	Extensions applied for	Late complaints	<b>Complaints responded to on time</b>	<b>% of complaints responded to on time</b>
<b>STAGE 1</b>	14	2	2	<b>14</b>	10	4	0	2	<b>11</b>	<b>85.7%</b>
<b>STAGE 2</b>	1	1	1	<b>1</b>	0	1	0	1	<b>0</b>	<b>0%</b>
<b>TOTAL COMPLAINTS</b>	15	3	3	<b>15</b>	10	5	0	3	<b>11</b>	<b>80.0%</b>

<sup>1</sup> Based on 75 complaints

<sup>2</sup> Based on 14 complaints

<sup>3</sup> Based on 87 complaints

<sup>4</sup> Based on 72 complaints

<sup>5</sup> Based on 12 complaints

<sup>6</sup> Based on 84 complaints



**Complaints Satisfaction**

Learning from Complaints logged: 17  
 Compliments logged: 5  
 Complaints Handling Feedback forms returned: 1

**Stage 1 complaints**

Average timescales for total Stage 1 complaints: 4.4 days  
 % of total Stage 1 complaints completed on time: 85.7%

	Operations	Asset Management	Finance	Total
% of total Stage 1 complaints completed on time:	50.0%	35.7%	N/A	85.7%
% of total Stage 1 late complaints:	14.3%	0%	N/A	14.3%

**Operations**

Complaints raised from 1<sup>st</sup> – 31<sup>st</sup> July: 7  
 Complaints brought forward from June: 2  
 Complaints carried over into August: 0  
 Complaints completed on time: 7  
 Late complaints: 2  
 Average timescales for completing complaints: 4.6 days

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<sup>7</sup> Stage 2 complaint therefore not logged on Learning from Complaints register due to confidentiality



Complaints upheld:	5
Complaints not upheld:	4

### Asset Management

Complaints raised from 1 <sup>st</sup> – 31 <sup>st</sup> July:	7
Complaints brought forward from June:	0
Complaints carried over into August:	2
Complaints completed on time:	5
Late complaints:	0
Average timescales for completing complaints:	2.2 days
Complaints upheld:	5
Complaints not upheld:	0

### Finance

Complaints raised from 1 <sup>st</sup> – 31 <sup>st</sup> July:	0
Complaints brought forward from June:	0
Complaints carried over into August:	0
Complaints completed on time:	N/A
Late complaints:	N/A
Average timescales for completing complaints:	N/A
Complaints upheld:	N/A
Complaints partially upheld:	N/A
Complaints not upheld:	N/A