

Complaints Report – June 2016

April average timescales for TOTAL complaints: 1.76 days¹
May average timescales for TOTAL complaints: 2.84 days²
June average timescales for TOTAL complaints: 3.71 days³
Aggregated average timescales for TOTAL complaints: 2.67 days⁴

April % of TOTAL complaints completed on time: 96%⁵
May % of TOTAL complaints completed on time: 90.3%⁶
June % of TOTAL complaints completed on time: 94.1%⁷
Aggregated % of TOTAL complaints completed on time: 93.2%⁸

	Stage 1 complaints	Stage 2 complaints
Total number of complaints raised from 1 st – 30 th June:	17 (2 ongoing)	1 (ongoing)
Total number of complaints completed on time:	14	2 (from previous month)
Total number of late complaints:	1	N/A
Total number of extensions applied for:	N/A	N/A
Average timescales for completing complaints:	2.27 days	14.5 days (from previous month)

¹ Based on 25 complaints

² Based on 31 complaints

³ Based on 17 complaints

⁴ Based on 73 complaints

⁵ Based on 24 complaints

⁶ Based on 28 complaints

⁷ Based on 16 complaints

⁸ Based on 68 complaints

% of complaints completed on time:	93.33%	100%
Total number of complaints upheld:	4	2
Total number of complaints partially upheld:	5	N/A
Total number of complaints not upheld:	6	N/A

Stage 1 complaints

Average timescales for total Stage 1 complaints:	2.27 days
% of total Stage 1 complaints completed on time:	93.3%

	Operations	Asset Management	Finance
% of total Stage 1 complaints completed on time:	90.91%	100%	N/A
% of total Stage 1 late complaints:	9.09%	N/A	N/A

Operations

Complaints raised from 1 st – 30 th June:	13 (2 carried over)
Complaints completed on time:	10
Late complaints:	1
Average timescales for completing complaints:	2.27 days
Complaints upheld:	3
Complaints partially upheld:	3
Complaints not upheld:	5

Asset Management

Complaints raised from 1 st – 30 th June:	4
Complaints completed on time:	4
Late complaints:	0
Average timescales for completing complaints:	2.25 days
Complaints upheld:	1
Complaints partially upheld:	2
Complaints not upheld:	1

Finance

Complaints raised from 1 st – 30 th June:	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