

Customer Insight Report – May 2018

April average timescales for TOTAL STAGE 1 complaints: 3.5 days¹

May average timescales for TOTAL STAGE 1 complaints: 5.7 days²

Cumulative average timescales for TOTAL STAGE 1 complaints: 4.6 days³

April % of TOTAL complaints (STAGE1 & STAGE 2) completed on time: 88.2%⁴

May % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time: 81.5%⁵

Cumulative % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time: 84.8%⁶

	Complaints raised from 1 st – 31 st May	Complaints brought forward from April	Complaints carried over into June	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	48	9	5	52	34	18	2	10	19.2%	42	80.8%
ESCALATED TO STAGE 2	1	1	0	2	2	0	0	0	0%	2	100%
STAGE 2	1	0	1	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	50	10	6	54	36	18	2	10	18.5%	44	81.5%

¹ Based on 48 Stage 1 complaints

² Based on 51 Stage 1 complaints

³ Based on 100 Stage 1 complaints

⁴ Based on 45 out of 51 Total (Stage 1 & Stage 2) complaints

⁵ Based on 44 out of 54 Total (Stage 1 & Stage 2) complaints

⁶ Based on 89 out of 105 Total (Stage 1 & Stage 2) complaints

Complaints Satisfaction

Learning from Complaints logged: 1⁷

Compliments logged: 4⁸

Complaints Handling Feedback forms responses to date from 1st April 2017 – 31st March 2018: 127⁹

COMPLAINT FEEDBACK FORM ANALYSIS

	% Very Satisfied	% Fairly Satisfied	% Fairly Dissatisfied	% Very Dissatisfied	% Neither Satisfied nor Dissatisfied
Q1 - Overall Satisfaction with Caledonia	30.7%	31.5%	5.5%	21.3%	11.0%
Q2 - Satisfaction with Complaint Handling	37.8%	22.8%	7.9%	18.9%	12.6%
Q3 - Satisfaction with Complaint Outcome	29.9%	19.7%	8.7%	27.6%	14.2%

DEPARTMENTAL ANALYSIS OF COMPLAINTS

<u>Asset Management</u> <u>APRIL</u>	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	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	15	2	7	10	3	7	0	1	10%	9	90%
ESCALATED TO STAGE 2	1	1	1	1	1	0	0	0	0%	1	100%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	16	3	8	11	4	7	0	1	9.1%	10	90.9%

⁷ 1 x Operations

⁸ 2 x CSA team, 1 x Housing Officer & 1 x Neighbourhood Officer

⁹ Based on 476 Feedback forms sent

Asset Management MAY	Complaints raised from 1 st – 31 st May	Complaints brought forward from April	Complaints carried over into June	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	17	7	2	22	16	6	2	9	40.9%	13	59.1%
ESCALATED TO STAGE 2	0	1	0	1	1	0	0	0	0%	1	100%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	17	8	2	23	17	6	2	9	39.1%	14	60.9%

Business Services APRIL	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	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%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	1	0	0	1	1	0	0	1	100%	0	0%
TOTAL COMPLAINTS	1	0	0	1	1	0	0	1	100%	0	0%

Business Services MAY	Complaints raised from 1 st – 31 st May	Complaints brought forward from April	Complaints carried over into June	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%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
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>APRIL</u>	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	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%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
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>MAY</u>	Complaints raised from 1 st – 31 st May	Complaints brought forward from April	Complaints carried over into June	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%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
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>Housing Support</u> <u>APRIL</u>	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	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%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
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>Housing Support</u> <u>MAY</u>	Complaints raised from 1 st – 31 st May	Complaints brought forward from April	Complaints carried over into June	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%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	1	0	1	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0%	0	0%

<u>Operations</u> <u>APRIL</u>	Complaints raised from 1 st – 30 th April	Complaints brought forward from March	Complaints carried over into May	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	34	6	2	38	25	13	0	4	10.5%	34	89.5%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
STAGE 2	0	1	0	1	1	0	0	1	100%	0	0%
TOTAL COMPLAINTS	34	7	2	39	26	13	0	5	12.8%	34	87.2%

<u>Operations</u> <u>MAY</u>	Complaints raised from 1 st – 31 st May	Complaints brought forward from April	Complaints carried over into June	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	31	2	3	30	18	12	0	1	3.3%	29	96.7%
ESCALATED TO STAGE 2	1	0	0	1	1	0	0	0	0%	1	100%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	32	2	3	31	19	12	0	1	3.2%	30	96.8%