

Customer Insight Report – November 2016

October average timescales for TOTAL STAGE 1 complaints:	4.4 days ¹
November average timescales for TOTAL STAGE 1 complaints:	3 days ²
Accumulative average timescales for TOTAL STAGE 1 complaints to date from 1 st April – 30 th November:	3.3 days ³
October % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time:	80% ⁴
November % of TOTAL complaints (STAGE 1 & STAGE 2) completed on time:	86.4% ⁵
Accumulative % of TOTAL complaints (STAGE1 & STAGE 2) completed on time to date from 1 st April – 30 th November:	85% ⁶

	Complaints raised from 1 st – 30 th November	Complaints brought forward from October	Complaints carried over into December	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	23	3	5	21	16	5	0	3	14.3	18	85.7
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
ESCALATED TO STAGE 2	0	1	0	1	1	0	0	0	0%	1	100%
TOTAL COMPLAINTS	23	4	5	22	17	5	0	3	13.6	19	86.4

Complaints Satisfaction

¹ Based on 17 Stage 1 complaints

² Based on 21 Stage 1 complaints

³ Based on 200 Stage 1 complaints

⁴ Based on 16 out of 20 Total (Stage 1 & Stage 2) complaints

⁵ Based on 19 out of 22 Total (Stage 1 & Stage 2) complaints

⁶ Based on 178 out of 210 Total (Stage 1 & Stage 2) complaints

Learning from Complaints logged: 7⁷

Compliments logged: 2⁸

Complaints Handling Feedback forms returned to date from 1st April – 31st October: 34⁹

COMPLAINT FEEDBACK FORM ANALYSIS

	% Very Satisfied	% Fairly Satisfied	% Fairly Dissatisfied	% Very Dissatisfied	% Neither Satisfied nor Dissatisfied	% No opinion
Q1 - Overall Satisfaction with Caledonia	47%	20%	12%	12%	N/A	9%
Q2 - Satisfaction with Complaint Handling	41%	24%	3%	20%	N/A	12%
Q3 - Satisfaction with Complaint Outcome	35%	18%	3%	20%	6%	18%

⁷ Operations x 3, Stage 2 complaints x 4

⁸ Estate Operations x 1, Operations x 1

⁹ Based on 182 Complaint Feedback forms sent. Including 3 x telephone conversations and 1 x face to face conversation.

DEPARTMENTAL ANALYSIS OF COMPLAINTS

<u>Asset Management</u> <u>OCTOBER</u>	Complaints raised from 1 st – 31 st October	Complaints brought forward from September	Complaints carried over into November	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	10	0	2	8	5	3	0	2	25%	6	75%
STAGE 2	2	1	1	2	2	0	0	0	0%	2	100%
ESCALATED TO STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
TOTAL COMPLAINTS	12	1	3	10	7	3	0	2	20%	8	80%

<u>Asset Management</u> <u>NOVEMBER</u>	Complaints raised from 1 st – 30 th November	Complaints brought forward from October	Complaints carried over into December	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	7	2	1	8	5	3	0	3	37.5	5	62.5%
STAGE 2	0	0	0	0	0	0	0	0	0%	0	0%
ESCALATED TO STAGE 2	0	1	0	1	1	0	0	0	0%	1	100%
TOTAL COMPLAINTS	7	3	1	9	6	3	0	3	33%	6	67%

<u>Finance</u> <u>OCTOBER</u>	Complaints raised from 1 st – 31 ST October	Complaints brought forward from September	Complaints carried over into November	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

Finance NOVEMBER	Complaints raised from 1 st – 30 th November	Complaints brought forward from October	Complaints carried over into December	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

Housing Support OCTOBER	Complaints raised from 1 st – 30 th October	Complaints brought forward from September	Complaints carried over into November	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	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	1	0	1	0	1	0	0	0	1	100%

Housing Support NOVEMBER	Complaints raised from 1 st – 31 th November	Complaints brought forward from October	Complaints carried over into December	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>Operations</u> OCTOBER	Complaints raised from 1 st – 31 ST October	Complaints brought forward from September	Complaints carried over into November	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	1	1	9	7	2	1	2	22%	7	78%
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	1	1	9	7	2	1	2	22%	7	78%

<u>Operations</u> NOVEMBER	Complaints raised from 1 st – 30 th November	Complaints brought forward from October	Complaints carried over into December	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	16	1	4	13	11	2	0	0	0%	13	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	16	1	4	13	11	2	0	0	0%	13	100%