

Our Complaints Performance – Q3 2014/2015

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between 1st October and 31st December 2014.

How many customer complaints did we receive?

Between 1st October and 31st December 2014 we handled **219** customer complaints.

- **181** complaints were handled at stage one
- **38** complaints were handled at stage two

What was the outcome of stage one complaints?

- We upheld **81** (45%) stage one complaints
- We partially upheld **38** (21%) stage one complaints
- We did not uphold **62** (34%) stage one complaints

What was the outcome of stage two complaints?

- We upheld **11** (30%) stage two complaints
- We partially upheld **13** (34%) stage two complaints
- We did not uphold **14** (36%) stage two complaints

Our timescales – Stage One Complaints

We aim to respond to stage one complaints within **5** working days.

- We closed **131** (72%) stage one complaints within **5** working days
- The average time to respond to stage one complaints was **5** working days

Our timescales – Stage Two Complaints

We aim to respond to stage two complaints within **20** working days.

- We closed **25** (66%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **24** working days