

# Our Complaints Performance – Q4 2014/2015

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between 1<sup>st</sup> January and 30<sup>th</sup> March 2015.

## How many customer complaints did we receive?

Between 1<sup>st</sup> January and 30<sup>th</sup> March 2015 we handled **256** customer complaints.

- **242** complaints were handled at stage one
- **14** complaints were handled at stage two

## What was the outcome of stage one complaints?

- We upheld **122** (50%) stage one complaints
- We partially upheld **38** (16%) stage one complaints
- We did not uphold **82** (34%) stage one complaints

## What was the outcome of stage two complaints?

- We upheld no stage two complaints
- We partially upheld **8** (57%) stage two complaints
- We did not uphold **6** (43%) stage two complaints.

## Our timescales – Stage One Complaints

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

- We closed **180** (74%) stage one complaints within **5** working days.
- The average time to respond to stage one complaints was **4** working days.

## Our timescales – Stage Two Complaints

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

- We closed **7** (50%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **25** working days