

# Our Complaints Performance – Q2 2015/2016

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

## How many customer complaints did we receive?

Between July 1<sup>st</sup> and September 30<sup>th</sup> 2015 we handled **161** customer complaints

- **146** complaints were handled at stage one
- **15** complaints were handled at stage two

## What was the outcome of stage one complaints?

- We upheld **44** (30%) stage one complaints
- We partially upheld **33** (23%) stage one complaints
- We did not uphold **69** (48%) stage one complaints

## What was the outcome of stage two complaints?

- We upheld **2** (13%) stage two complaints
- We partially upheld **6** (40%) stage two complaints
- We did not uphold **7** (47%) stage two complaints

## Our timescales – Stage One Complaints

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

- We closed **130** (89%) 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 **12** (80%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **20** working days