

Our Complaints Performance – Q2 2014/2015

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between 1st July and 30th September 2014.

How many customer complaints did we receive?

- Between July 1st and September 30th 2014 we handled **207** customer complaints.
- **194** complaints were handled at stage one.
- **13** complaints were handled at stage two.

What was the outcome of stage one complaints?

- We upheld **89** (46%) stage one complaints.
- We partially upheld **29** (15%) stage one complaints
- We did not uphold **75** (39%) stage one complaints
- **1** complaint was closed outwith any of the above outcomes.

What was the outcome of stage two complaints?

- We upheld **2** (15%) stage two complaints
- We partially upheld **2** (15%) stage two complaints
- We did not uphold **7** (54%) stage two complaints.
- **2** complaints were closed outwith any of the above outcomes.

Our timescales – Stage One Complaints

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

- We closed **144** (74%) stage one complaints within **5** working days.
- The average time to respond to stage one complaints was **6** working days.

Our timescales – Stage Two Complaints

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

- We closed **7** (54%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **26** working days

Customer Satisfaction with our Complaints Procedure

Customers can give us feedback about our complaints procedure by phone, face to face, in writing or by e-mail. Additionally to make the process of providing feedback even easier we have designed an online [Complaints Procedure Feedback](#) form that will only take a minute to complete.

How We Learn From Complaints

We use information from complaints to drive service improvements. Information on improvements and changes as a result of complaints will be published on our website.