

# Our Complaints Performance – Q4 2015/2016

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between 1<sup>st</sup> January – 31<sup>st</sup> March 2016.

## How many customer complaints did we receive?

Between 1<sup>st</sup> January – 31<sup>st</sup> March 2016 we handled **178** customer complaints

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

## What was the outcome of stage one complaints?

- We upheld **59** (36%) stage one complaints
- We partially upheld **36** (22%) stage one complaints
- We did not uphold **69** (42%) stage one complaints

## What was the outcome of stage two complaints?

- We upheld **4** (29%) stage two complaint
- We partially upheld **2** (14%) stage two complaint
- We did not uphold **8** (57%) stage two complaints

## Our timescales – Stage One Complaints

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

- We closed **137** (84%) 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 **14** (100%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **14** working days