

Our Complaints Performance – July – September 2017

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between **July – September 2017**.

How many customer complaints did we receive?

Between we handled **184** customer complaints between **July – September 2017**.

- **157** complaints were handled at stage one
- **27** complaints were handled at stage two

What was the outcome of stage one complaints?

- We upheld **32%** (51) stage one complaints
- We partially upheld **14%** (20) stage one complaints
- We did not uphold **54%** (84) stage one complaints

What was the outcome of stage two complaints?

- We upheld **7%** (2) stage two complaints
- We partially upheld **52%** (14) stage two complaints
- We did not uphold **41%** (11) stage two complaints

Our timescales – Stage One Complaints

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

- We closed **80%** (126) 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 **67%** (18) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **24** working days