

Our Complaints Performance – Q2 2016/17

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between **1st July 2016 - 30th September 2016**.

How many customer complaints did we receive?

Between we handled **163** customer complaints between 1st July 2016 - 30th September 2016.

- **144** complaints were handled at stage one
- **19** complaints were handled at stage two

What was the outcome of stage one complaints?

- We upheld **52** (36%) stage one complaints
- We partially upheld **25** (17%) stage one complaints
- We did not uphold **67** (47%) stage one complaints

What was the outcome of stage two complaints?

- We upheld **5** (26%) stage two complaints
- We partially upheld **5** (26%) stage two complaints
- We did not uphold **9** (48%) stage two complaints

Our timescales – Stage One Complaints

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

- We closed **116** (81%) stage one complaints within **5** working days
- The average time to respond to stage one complaints was **8** working days

Our timescales – Stage Two Complaints

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

- We closed **13** (68%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **25** working days