

## Our Complaints Performance –

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between **1<sup>st</sup> October and 31<sup>st</sup> December 2016**.

### How many customer complaints did we receive?

Between we handled **184** customer complaints between **1<sup>st</sup> October and 31<sup>st</sup> December 2016**.

- **166** complaints were handled at stage one
- **18** complaints were handled at stage two

### What was the outcome of stage one complaints?

- We upheld **60** (37%) stage one complaints
- We partially upheld **39** (23%) stage one complaints
- We did not uphold **67** (40%) stage one complaints

### What was the outcome of stage two complaints?

- We upheld **2** (11%) stage two complaints
- We partially upheld **9** (50%) stage two complaints
- We did not uphold **7** (39%) stage two complaints

### Our timescales – Stage One Complaints

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

- We closed **166** (72%) stage one complaints within **5** working days
- The average time to respond to stage one complaints was **7** working days

### Our timescales – Stage Two Complaints

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

- We closed **17** (78%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **40** working days