

CALEDONIA HA COMPLAINTS REPORT QUARTER 3 2024.25 (1 October to 31 December 2024)

Stage 1 Complaints Received	132
Stage 2 Complaints Received	5 (all escalated Stage 1 Complaints)

Stage 1 Complaints Responded To	127
Stage 2 Complaints Responded To	8 (all escalated Stage 1 Complaints)

Complaint Outcomes

		Stage 1	Stage 2
Resolved	20.6%	(26 out of 127)	33.33% (2 out of 8)
Upheld/Partially Upheld	42.9%	(54 out of 127)	33.33% (2 out of 8)
Not Upheld	36.5%	(46 out of 127)	33.33% (2 out of 8)

Complaints by Nature of Complaint

		Stage 1	Stage 2
Service Failure – Association	33.9%	(43 out of 127)	37.5% (3 out of 8)
Dissatisfied with Repairs Contractor	31.5%	(40 out of 127)	37.5% (3 out of 8)
Disagree with Decision	11.0%	(14 out of 127)	12.5% (1 out of 8)
Unsatisfactory Repair	16.5%	(21 out of 127)	
Treatment By/Behaviour of Staff	1.6%	(2 out of 127)	12.5% (1 out of 8)
Disagree with Procedure	5.5%	(7 out of 127)	

Completion Times

	Stage 1	Stage 2
Average Completion Time	4.44 days	17.3 days
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	78% (99 out of 127)	62.5% (5 out of 8)