

CALEDONIA HA COMPLAINTS REPORT QUARTER 4 2024.25 (1 January to 31 March 2025)

Stage 1 Complaints Received	152
Stage 2 Complaints Received	8 (all escalated Stage 1 Complaints)
Stage 1 Complaints Responded To	149
Stage 2 Complaints Responded To	6 (all escalated Stage 1 Complaints)

Complaint Outcomes

		Stage 1	Stage 2
Resolved	16.1%	(24 out of 149)	
Upheld/Partially Upheld	38.9%	(58 out of 149)	50% (3 out of 6)
Not Upheld	45.0%	(67 out of 149)	50% (3 out of 6)

Complaints by Nature of Complaint

		Stage 1	Stage 2
Service Failure – Association	37.0%	(55 out of 149)	33.3% (2 out of 6)
Dissatisfied with Repairs Contractor	31.0%	(46 out of 149)	
Disagree with Decision	11.4%	(17 out of 149)	66.7% (4 out of 6)
Unsatisfactory Repair	11.4%	(17 out of 149)	
Treatment By/Behaviour of Staff	5.3%	(8 out of 149)	
Failure in Process	0.6%	(1 out of 149)	
Disagree with Procedure	3.3%	(5 out of 149)	

Completion Times

	Stage 1	Stage 2
Average Completion Time	4.79 days	19.8 days
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	76.5% (114 out of 149)	83.3% (5 out of 6)