

## CALEDONIA HA COMPLAINTS REPORT QUARTER 2 2025.26 (1 July to 30 September 2025)

Stage 1 Complaints Received	126
Stage 2 Complaints Received	5 (all escalated Stage 1 Complaints)
Stage 1 Complaints Responded To	130
Stage 2 Complaints Responded To	5 (all escalated Stage 1 Complaints)

### Complaint Outcomes

	Stage 1		Stage 2	
Resolved	22.3%	(29 out of 130)		
Upheld/Partially Upheld	41.5%	(54 out of 130)	40%	(2 out of 5)
Not Upheld	36.2%	(47 out of 130)	60%	(3 out of 5)

### Complaints by Nature of Complaint

	Stage 1		Stage 2	
Behaviour (Staff)	7.7%	(10 out of 130)		
Behaviour (Contractors)	1.5%	(2 out of 130)		
Disagree with Decision	8.5%	(11 out of 130)	60%	(3 out of 5)
Failure in Process	0.8%	(1 out of 130)		
Disagree with Policy	2.3%	(3 out of 130)		
Disagree with Procedure	1.5%	(2 out of 130)		
Quality of Work (repairs, planned maintenance etc)	21.5%	(28 out of 130)		
Service Failure – Association	26.9%	(35 out of 130)	40%	(2 out of 5)
Service Failure – Contractors	29.3%	(38 out of 130)		

### Completion Times

	Stage 1		Stage 2	
Average Completion Time	4.8 days		17.4 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	72.3%	(94 out of 130)	100%	(5 out of 5)