

## CALEDONIA HA COMPLAINTS REPORT QUARTER 1 2025.26 (1 April to 30 June 2025)

Stage 1 Complaints Received	155
Stage 2 Complaints Received	9 (all escalated Stage 1 Complaints)
Stage 1 Complaints Responded To	153
Stage 2 Complaints Responded To	10 (all escalated Stage 1 Complaints)

### Complaint Outcomes

	Stage 1		Stage 2	
Resolved	20.3%	(31 out of 153)	10%	(1 out of 10)
Upheld/Partially Upheld	43.1%	(66 out of 153)	70%	(7 out of 10)
Not Upheld	36.6%	(56 out of 153)	20%	(2 out of 10)

### Complaints by Nature of Complaint

	Stage 1		Stage 2	
Behaviour (Staff)	5.2%	(8 out of 153)	10%	(1 out of 10)
Behaviour (Contractors)	2.6%	(4 out of 153)		
Disagree with Decision	5.2%	(8 out of 153)	40%	(4 out of 10)
Failure in Process	2%	(3 out of 153)		
Disagree with Policy	3.3%	(5 out of 153)		
Disagree with Procedure	2%	(3 out of 153)		
Quality of Work (repairs, planned maintenance etc)	20.2%	(31 out of 153)		
Service Failure – Association	34%	(52 out of 153)	40%	(4 out of 10)
Service Failure – Contractors	25.5%	(39 out of 153)	10%	(1 out of 10)

### Completion Times

	Stage 1		Stage 2	
Average Completion Time	5.2 days		18.3 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	70.6%	(108 out of 153)	70%	(7 out of 10)