

**CALEDONIA HA COMPLAINTS REPORT QUARTER 3 2025.26 (1 October to 31 December 2025)**

Stage 1 Complaints Received	96
Stage 2 Complaints Received	4 (all escalated Stage 1 Complaints)
Stage 1 Complaints Responded To	101
Stage 2 Complaints Responded To	5 (all escalated Stage 1 Complaints)

Complaint Outcomes

	Stage 1		Stage 2	
Resolved	12.9%	(13 out of 101)	20%	(1 out of 5)
Upheld/Partially Upheld	55.4%	(56 out of 101)	80%	(4 out of 5)
Not Upheld	31.7%	(32 out of 101)		

Complaints by Nature of Complaint

	Stage 1		Stage 2	
Behaviour (Staff)	7.9%	(8 out of 101)		
Behaviour (Contractors)	1.0%	(1 out of 101)		
Disagree with Decision	4.9%	(5 out of 101)	60%	(3 out of 5)
Failure in Process	4.0%	(4 out of 101)		
Disagree with Policy	2.0%	(2 out of 101)		
Disagree with Procedure	1.0%	(1 out of 101)		
Quality of Work (repairs, planned maintenance etc)	18.8%	(19 out of 101)		
Service Failure – Association	27.7%	(28 out of 101)	20%	(1 out of 5)
Service Failure – Contractors	32.7%	(33 out of 101)	20%	(1 out of 5)

Completion Times

	Stage 1		Stage 2	
Average Completion Time	4.9 days		19.6 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	76.2%	(77 out of 101)	80%	(4 out of 5)