

## CALEDONIA HA COMPLAINTS REPORT QUARTER 4 2025.26 (1 January to 31 March 2026)

Stage 1 Complaints Received 152  
 Stage 2 Complaints Received 9 (10 escalated Stage 1 Complaints)

Stage 1 Complaints Responded To 150  
 Stage 2 Complaints Responded To 3 (2 escalated Stage 1 Complaints)

### Complaint Outcomes

	Stage 1		Stage 2	
Resolved	18%	(27 out of 150)	33.3%	(1 out of 3)
Upheld/Partially Upheld	54.7%	(82 out of 150)	66.7%	(2 out of 3)
Not Upheld	27.3%	(41 out of 150)		

### Complaints by Nature of Complaint

	Stage 1		Stage 2	
Behaviour (Staff)	3.3%	(5 out of 150)		
Behaviour (Contractors)	1.3%	(2 out of 150)		
Disagree with Decision	5.3%	(8 out of 150)		
Failure in Process	0.7%	(1 out of 150)		
Disagree with Policy	1.3%	(2 out of 150)		
Disagree with Procedure	1.3%	(2 out of 150)	33.3%	(1 out of 3)
Quality of Work (repairs, planned maintenance etc)	15.4%	(23 out of 150)		
Service Failure – Association	40%	(60 out of 150)	66.7%	(2 out of 3)
Service Failure – Contractors	31.4%	(47 out of 150)		

### Completion Times

	Stage 1		Stage 2	
Average Completion Time	4.6 days		14.7 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	80.7%	(121 out of 150)	66.7%	(2 out of 3)