

CALEDONIA HA COMPLAINTS REPORT QUARTER 1 2026.27 (1 April to 30 June 2026)

Stage 1 Complaints Received 129

Stage 2 Complaints Received 9 (all escalated Stage 1 Complaints)

Stage 1 Complaints Responded To 130

Stage 2 Complaints Responded To 11 (all escalated Stage 1 Complaints)

Complaint Outcomes

	Stage 1		Stage 2	
Resolved	24.6%	(32 out of 130)	9.1%	(1 out of 11)
Upheld/Partially Upheld	46.2%	(60 out of 130)	36.4%	(4 out of 11)
Not Upheld	29.2%	(38 out of 130)	54.5%	(6 out of 11)

Complaints by Nature of Complaint

	Stage 1		Stage 2	
Behaviour (Staff)	6.9%	(9 out of 130)	9.1%	(1 out of 11)
Behaviour (Contractors)	0.8%	(1 out of 130)		
Disagree with Decision	6.9%	(9 out of 130)	45.5%	(5 out of 11)
Failure in Process	1.5%	(2 out of 130)		
Disagree with Policy	3.8%	(5 out of 130)		
Disagree with Procedure	3.1%	(4 out of 130)		
Quality of Work (repairs, planned maintenance etc)	15.4%	(20 out of 130)		
Service Failure – Association	30.8%	(40 out of 130)	36.3%	(4 out of 11)
Service Failure – Contractors	30.8%	(40 out of 130)	9.1%	(1 out of 11)

Completion Times

	Stage 1		Stage 2	
Average Completion Time	4.5 days		20.4 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	77%	(100 out of 130)	82%	(9 out of 11)