CALEDONIA HA COMPLAINTS REPORT QUARTER 2 2026.27 (1 July to 30 September 2026)

Stage 1 Complaints Received 146

Stage 2 Complaints Received 14

Stage 1 Complaints Responded To 138

Stage 2 Complaints Responded To 10

Complaint Outcomes

	Stage 1		Stage 2	
Resolved	11.6%	(16 out of 138)		
Upheld/Partially Upheld	55.1%	(76 out of 138)	60%	(6 out of 10)
Not Upheld	33.3%	(46 out of 138)	40%	(4 out of 10)

Complaints by Nature of Complaint

	Stage 1		Stage 2	
Behaviour (Staff)	3.6%	(5 out of 138)		
Behaviour (Contractors)	6.5%	(9 out of 138)		
Disagree with Decision	4.3%	(6 out of 138)	40%	(4 out of 10)
Failure in Process	1.4%	(2 out of 138)		
Disagree with Policy	2.9%	(4 out of 138)	20%	(2 out of 10)
Quality of Work (repairs, planned maintenance etc)	9.4%	(13 out of 138)		
Service Failure – Association	33.4%	(46 out of 138)	40%	(4 out of 10)
Service Failure – Contractors	38.5%	(53 out of 138)		

Completion Times

	Stage 1		Stage 2	
Average Completion Time	3.9 days		15.9 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	83.3%	(115 out of 138)	100%	(10 out of 10)