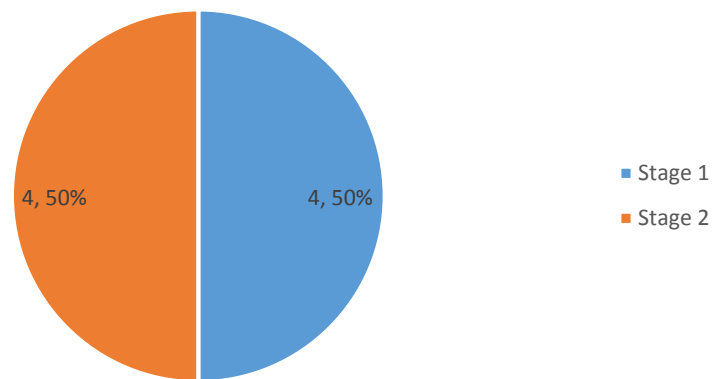


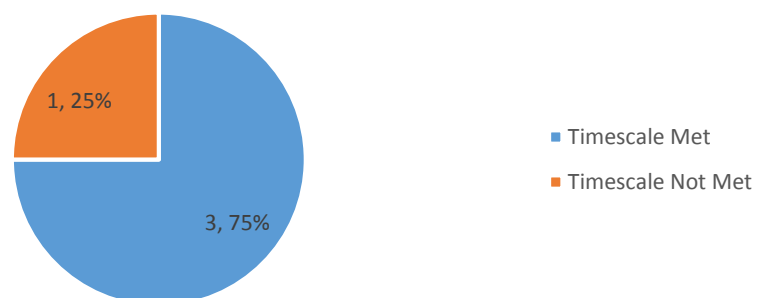
## Complaints Received: October 2019 to September 2020

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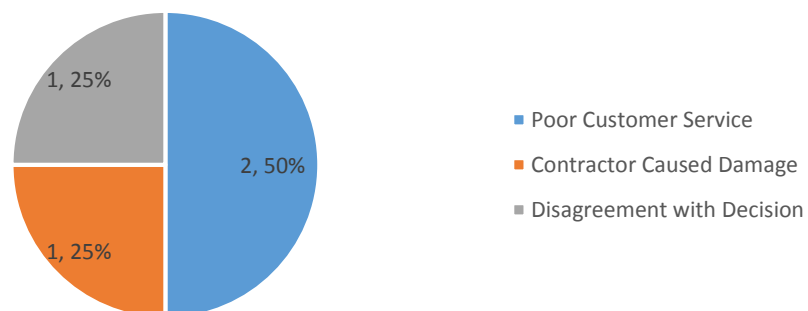
Total No. of Complaints Received



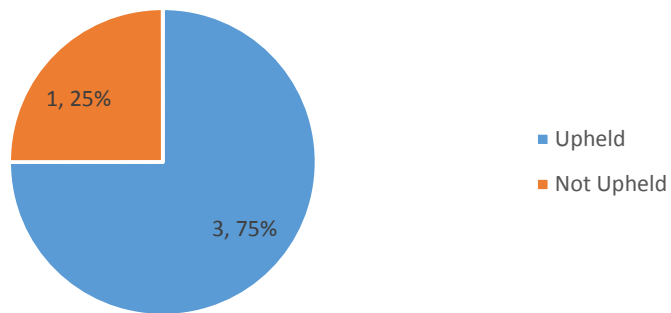
Stage 1 - Complaints fully responded to within SPSO timescales (5 working days)



Stage 1 - Reason for Complaints



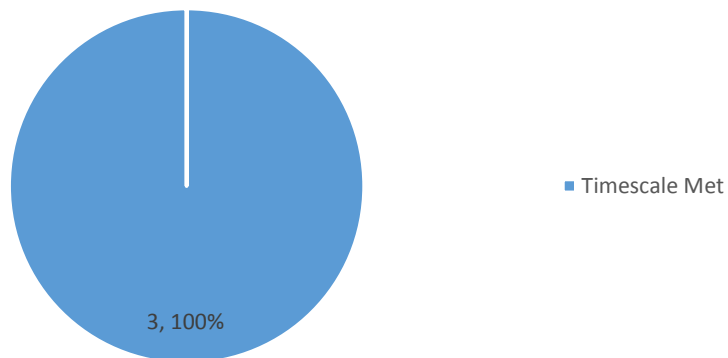
### Stage 1 - Outcome of Complaints



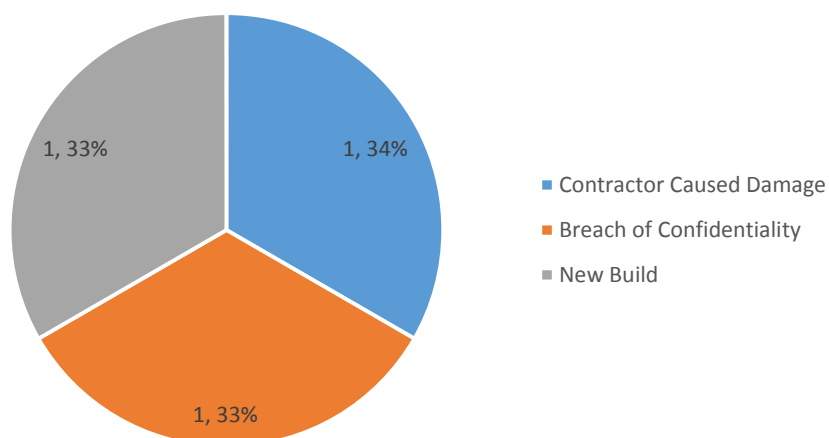
**Average Time to Resolve  
Stage 1 Complaints**

**3.75 Working Days**

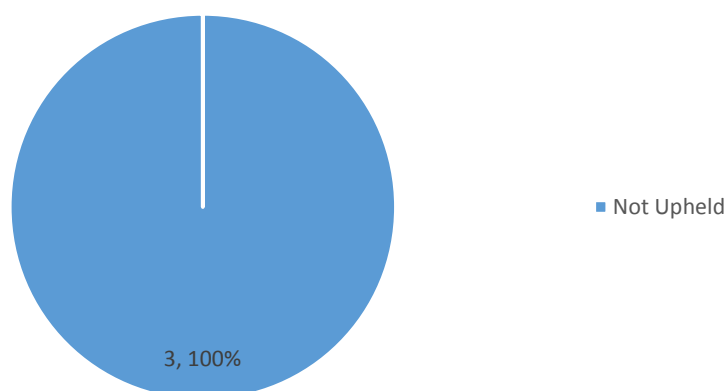
### Stage 2 - Complaints fully responded to within SPSO timescale (20 working days)



Stage 2 - Reason for Complaints



Stage 2 - Outcome of Complaints



**Average Time to Resolve  
Stage 2 Complaints**

**17.33 Working Days**

### Lessons learned and changes made

In the majority of cases the complaints did not provide an opportunity to improve our service beyond taking the issues up with the contractors in an effort to ensure the failures are not repeated, with the following exception:

- New procedure introduced for non maintenance staff when they receive repair enquiries to ensure that these are actioned