**Quarterly Complaints Report:**

October to December 2019

This report sets out our complaint’s performance from October to December 2019, which has seen the number of complaints received (including EODs), increase by 10%, since the last quarter. The report also provides an overview of on how they have been handled and compliments received.

Rosebery provides a service for making complaints to:

* give dissatisfied customers a mechanism for seeking redress
* collect feedback to enable Rosebery to review its performance and continuously improve services

Feedback from our customers is important to us and we encourage our staff to look out for any signs of dissatisfaction. Every time a customer contacts us with an expression of dissatisfaction, whether by phone, letter, email, or social media, our staff will record this. We are committed to resolving any issue as quickly as possible and are always looking for ways to continually improve.

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| --- | --- | --- | --- |
| **Performance Indicator** | **October** | **November** | **December** |
| Number of expressions of dissatisfaction (EOD) received  | 4 | 1 | 0 |
| % of EOD responded within our target of five working days | 100% | 100% | N/A |
| Number of EOD escalated to a formal complaint  | 0 | 0 | N/A |
|  |  |  |  |
| Number of formal complaints received | 4 | 1 | 1 |
| % of formal complaints acknowledged within our target of two working days | 100% | 100% | 100% |
| % of formal complaints responded within our target of 10 working days | 75% | 100% | Complaint is still under investigation and within target |
| Number of formal complaints escalated to stage 2, of our complaint’s procedure | 0 | 1 | 0 |
|  |  |  |  |
| Compliments received | 2 | 3 | 3 |

**Year to date we received:**

* 26 - formal complaints
* 19 - expressions of dissatisfaction