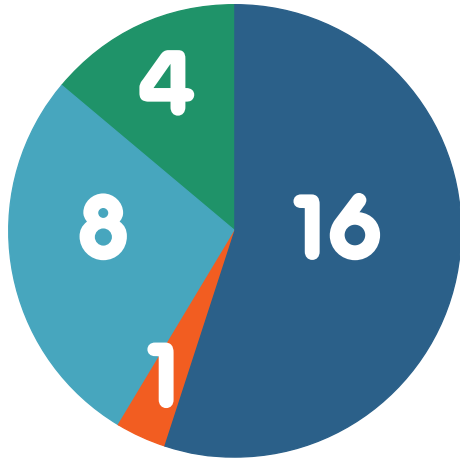


COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Number, Nature, Outcome

29 
COMPLIMENTS



-  Planned Investment
-  Call Handling
-  Grounds Maintenance
-  Housing Management

15 
COMPLAINTS
X13 (STAGE 1)
X2 (STAGE 2)



-  Planned Investment
-  Timescales/communication
-  Service Quality
-  ASB
-  Sub-contractor delays
-  Policy/process

COMPLAINTS UPHELD

Upheld	6	Upheld: A complaint is considered as 'upheld' when the investigation into the complaint found that BCT made mistakes or provided a poor service to the customer.
Not Upheld	1	Not upheld: A complaint is considered as 'not upheld' when the investigation into the complaint found that BCT acted correctly in providing the service to the customer.
Partially Upheld	8	Partially upheld: A complaint is considered as 'partially upheld' when BCT agrees that the complaint was justified in at least one element of the complaint.