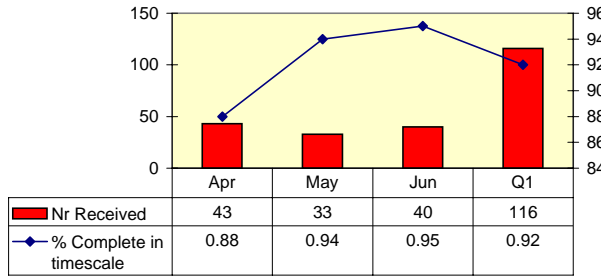
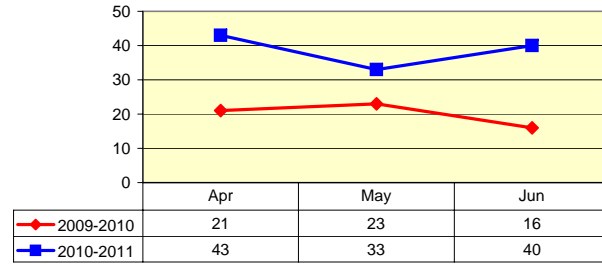


Complaints Performance Summary April, May, June 2010/11

Complaints performance Q1 2010/11



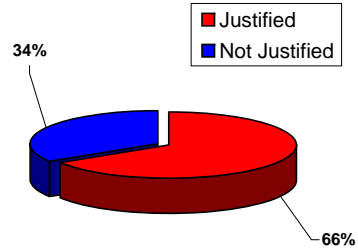
Complaints received comparison 09/10 and 10/11



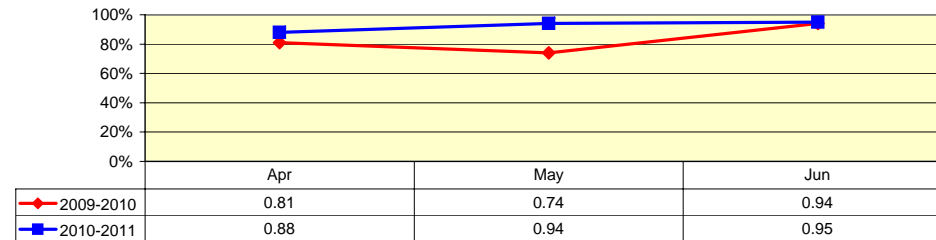
Complaint Trends in Quarter 1

Unsatisfactory Workmanship	= 17	= 15%
Policy or Procedure	= 19	= 16%
Staff helpfulness or attitude	= 27	= 24%
Outstanding work	= 21	= 18%
Communication	= 21	= 18%
Other	= 3	= 3%
Failure to meet service standards	= 4	= 3%
Damage to personal property	= 4	= 3%

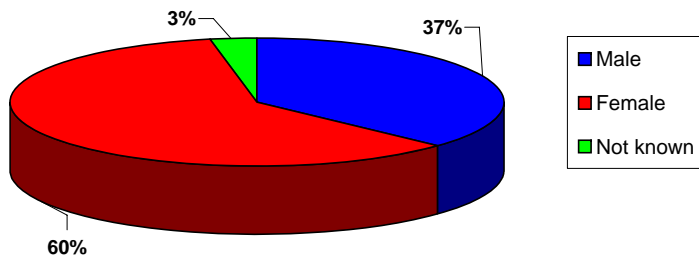
% Justified complaints in Quarter 1



Complaints performance comparison 09/10 and 10/11



Gender of complainants Q1 2010/11



Reasons complaints dealt with outside of target

- # Communication between gas partner and GGH
- # Detailed investigation necessary
- # Complaint re-assigned
- # Communication with contractors
- # Complaint Officers workload
- # Complaints overlooked in the system

Age Breakdown

16-24	= 11	= 9%
25-34	= 28	= 24%
35-44	= 22	= 19%
45-54	= 14	= 12%
55-64	= 10	= 9%
65+	= 11	= 9%
unknown	= 20	= 16%
