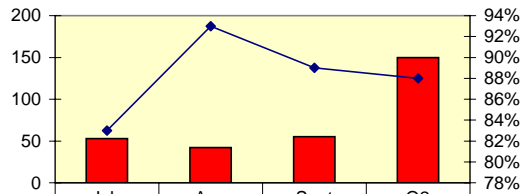


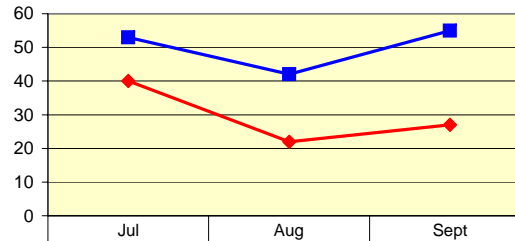
Complaints Performance Summary July, August, September 2010/11

Complaints performance Q2 2010/11



Nr Received	53	42	55	150
% Complete in timescale	83%	93%	89%	88%

Complaints received comparison 09/10 and 10/11

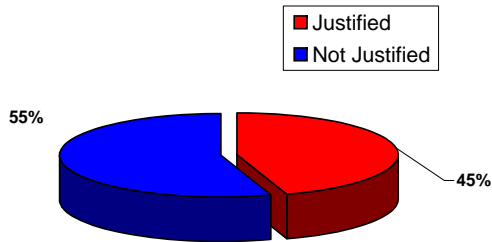


2009-2010	40	22	27
2010-2011	53	42	55

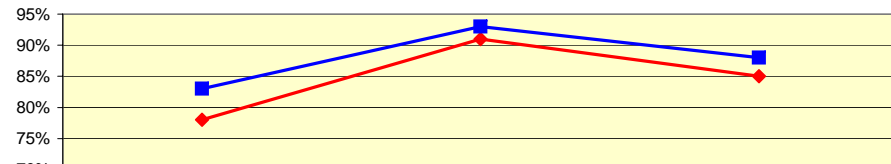
Complaint Trends in Quarter 2

Unsatisfactory Workmanship	= 27	= 18%
Policy or Procedure	= 23	= 15%
Staff helpfulness or attitude	= 25	= 17%
Outstanding work	= 33	= 23%
Communication	= 28	= 18%
Other	= 10	= 6%
Failure to meet service standards	= 1	= 1%
Damage to personal property	= 3	= 2%

% Justified complaints in Quarter 2

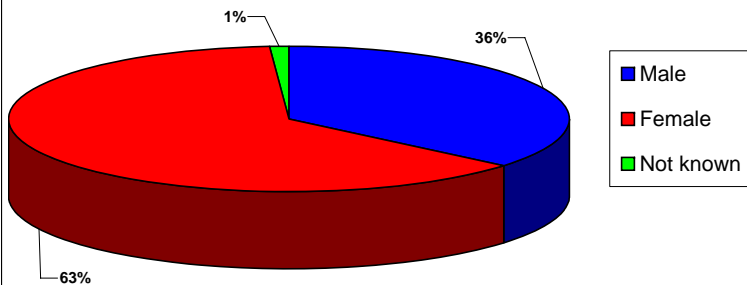


Complaints performance comparison 09/10 and 10/11



2009-2010	78%	91%	85%
2010-2011	83%	93%	88%

Gender of complainants Q2 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	= 17	= 11%
25-34	= 35	= 23%
35-44	= 21	= 14%
45-54	= 25	= 17%
55-64	= 10	= 7%
65+	= 14	= 9%
unknown	= 28	= 19%