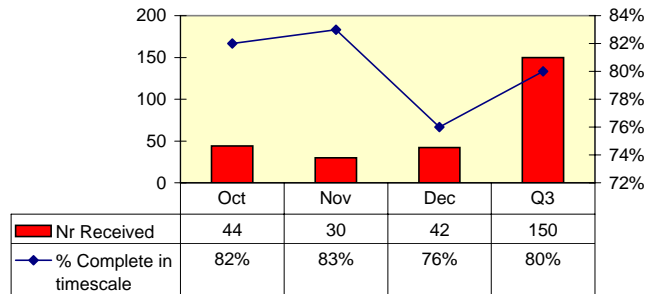
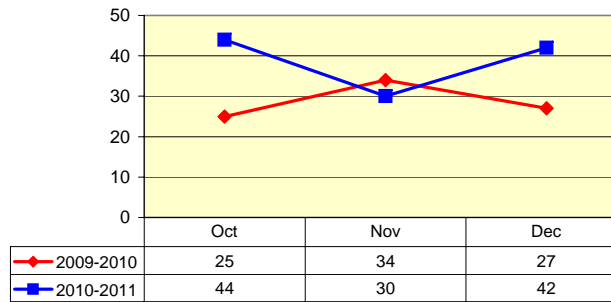


Complaints Performance Summary October, November, December 2010/11

Complaints performance Q3 2010/11



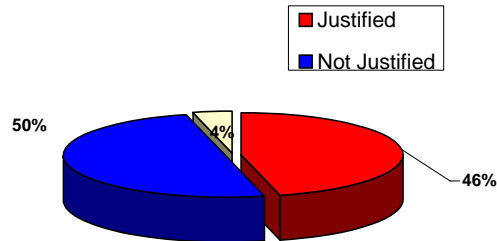
Complaints received comparison 09/10 and 10/11



Complaint Trends in Quarter 3

Unsatisfactory Workmanship	= 26	= 22%
Policy or Procedure	= 16	= 14%
Staff helpfulness or attitude	= 15	= 13%
Outstanding work	= 34	= 29%
Communication	= 20	= 17%
Other	= 2	= 4%
Damage to personal property	= 1	= 1%

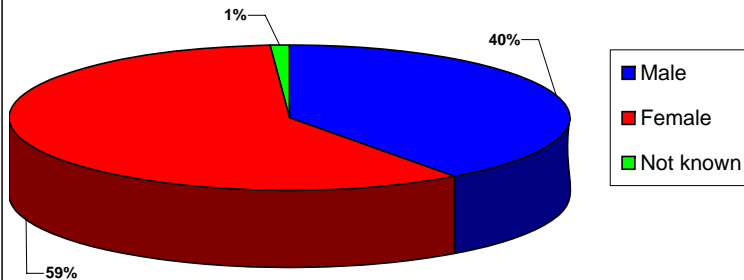
% Justified complaints in Quarter 3



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

Gender of complainants Q3 2010/11



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%