

Complaints benchmarking



Qtr1 10/11

Result	Qtr 3 2009 - 2010				Qtr4 2009 - 2010				Qtr1 2010 - 2011			
	Results	Score	Rank	Quartile	Results	Score	Rank	Quartile	Results	Score	Rank	Quartile
No. new complaints per 1,000 stock	Upper quartile	5.43			Upper quartile	4.93			Upper quartile	6.25		
	Club median	8.82			Club median	8.10			Club median	9.40		
	Lower quartile	14.40			Lower quartile	17.02			Lower quartile	17.86		
	Number in sample	55			Number in sample	41			Number in sample	19		
	Your result	17.61	48 / 55		Your result	25.87	37		Your result	18.90	16	
Average time in calendar days to issue full response to all stage 1 complaints	Upper quartile	9.79			Upper quartile	9.00			Upper quartile	10.75		
	Club median	12.00			Club median	11.80			Club median	13.53		
	Lower quartile	15.61			Lower quartile	16.68			Lower quartile	18.35		
	Number in sample	40			Number in sample	31			Number in sample	16		
	Your result	13.32	24 / 40		Your result	11.72	15		Your result	12.90	6	
% stage 1 complaints responded in full within target time	Upper quartile				Upper quartile	98.36			Upper quartile	100.00		
	Club median	90.34			Club median	91.43			Club median	96.73		
	Lower quartile				Lower quartile	72.73			Lower quartile	84.04		
	Number in sample	40			Number in sample	38			Number in sample	18		
	Your result	99.45	07 / 40		Your result	98.86	10		Your result	100.00	2	
Average time in calendar days to issue full response to all stage 2 complaints	Upper quartile	10.00			Upper quartile	9.84			Upper quartile	11.25		
	Club median	14.00			Club median	13.70			Club median	14.00		
	Lower quartile	36.67			Lower quartile	19.50			Lower quartile	15.45		
	Number in sample	29			Number in sample	26			Number in sample	14		
	Your result	19.50	17 / 29		Your result	15.20	16		Your result	15.60	11	
% stage 2 complaints responded in full within target time	Upper quartile	100.00			Upper quartile	100.00			Upper quartile	100.00		
	Club median				Club median	100.00			Club median	100.00		
	Lower quartile				Lower quartile	83.97			Lower quartile	81.67		
	Number in sample	31			Number in sample	31			Number in sample	15		
	Your result	86.36	21 / 31		Your result	93.33	19		Your result	96.77	9	
Complaints upheld as % complaints closed	Upper quartile	69.50			Upper quartile				Upper quartile			
	Club median	51.53			Club median	57.14			Club median	60.15		
	Lower quartile	30.51			Lower quartile				Lower quartile			
	Number in sample	36			Number in sample	29			Number in sample	14		
	Your result	42.65	21 / 36		Your result	49.10	10		Your result	41.85	4	
% customers satisfied with complaints handling	Upper quartile	80.75			Upper quartile	83.48			Upper quartile	66.00		
	Club median	61.50			Club median	62.50			Club median	58.25		
	Lower quartile	53.55			Lower quartile	50.98			Lower quartile	42.75		
	Number in sample	36			Number in sample	24			Number in sample	12		
	Your result	59.00	22 / 36		Your result	61.00	13		Your result	45.00	9	
% customers satisfied with complaints outcome	Upper quartile	78.00			Upper quartile	62.50			Upper quartile	61.75		
	Club median	56.70			Club median	53.70			Club median	47.55		
	Lower quartile	45.00			Lower quartile	33.00			Lower quartile	35.50		
	Number in sample	33			Number in sample	17			Number in sample	12		
	Your result	59.00	15 / 33		Your result	59.00	7		Your result	39.00	9	