

Customer Care Team figures 1 January - 30 June 2015

FDN-226928

History Item Number 0013

Positive Feedback - We do not capture whether this received by email or phone. This data is sent through by email and stored in a folder in Meridio.

179 pieces of positive feedback correspondence received since January 2015.

	Total
January	24
February	26
March	41
April	23
May	30
June	32

Complaint about Service - This information is not currently separated into ongoing and completed. Please note that, in the first instance complaints about service on open and ongoing cases will often be addressed by a line manager of the caseworker/investigator. This is so that they can try to resolve them without the need for a formal complaint. Data for these instances would not be recorded by the Customer Care Team.

This is the list of service complaints on all cases since January 2015.

	Phone	Email	Letter	Online Review Form	Other
January	23	3	1	0	0
February	31	2	3	0	0
March	54	14	4	0	1
April	32	11	3	0	0
May	32	9	0	0	0
June	27	11	6	1	0

Complaints about our Methodology

	Phone	Email	Letter	Online Review Form	Other
January	2	0	0	0	0
February	0	0	1	0	0
March	0	0	1	0	0
April	1	0	2	0	0
May	1	1	0	0	0
June	0	0	0	0	0

Complaints about our Decision

	Phone	Email	Letter	Online Review Form	Other
January	26	12	23	0	0
February	22	54	45	3	2
March	60	120	81	11	6
April	30	70	33	5	0
May	48	79	42	5	0
June	48	78	49	12	1

Complaints about our Methodology and Service

	Phone	Email	Letter	Online Review Form	Other
January	0	0	0	0	0
February	0	0	1	0	0
March	0	0	0	0	0
April	0	1	0	0	0
May	2	0	0	0	0
June	0	0	0	0	0

Complaints about Decision and Service

	Phone	Email	Letter	Online Review Form	Other
January	3	1	0	0	0
February	3	8	6	0	0
March	15	5	2	0	1
April	5	4	1	0	0
May	6	1	0	0	0

Complaints about Methodology and Decision

	Phone	Email	Letter	Online Review Form	Other
January	0	0	1	0	0
February	0	1	0	0	0
March	0	0	0	0	0
April	0	0	0	0	0
May	1	0	0	0	0
June	0	0	0	0	0

Post Review Correspondence

	Phone	Email	Letter	Online Review Form	Other
January	1	3	8	0	0
February	7	11	16	0	0
March	3	11	14	0	3
April	3	3	14	0	0
May	5	10	12	0	0
June	6	4	13	0	0

Other (e.g. general comments etc.)

	Phone	Email	Letter	Online Review Form	Other
January	8	0	2	0	0
February	2	0	0	0	0
March	6	2	0	0	0
April	3	1	0	0	0
May	1	2	0	0	0
June	3	0	0	0	0

