

Water Complaints Received 2018-19

Subject Group	Castle Water Ltd			Sector Total	Rank	Complaints as % of total
	Castle Water Ltd	Rank	Complaints as % of total			
Billing and charging	2	1	50.00%	106	1	64.63%
Water Supply	1	2=	25.00%	19	2	11.59%
Customer service	1	2=	25.00%	8	3	4.88%
Waste Water	0	-	0.00%	7	4	4.27%
New Connections	0	-	0.00%	1	5=	0.61%
Other	0	-	0.00%	1	5=	0.61%
Subject unknown or Out of Jurisdiction	0	-	0.00%	22	-	13.41%
Total	4		100.00%	164		100.00%
<i>Complaints as % of sector</i>	2.4%			100.0%		

Water Complaints Received 2017-18

Subject Group	Castle Water Ltd			Sector Total	Rank	Complaints as % of total
	Castle Water Ltd	Rank	Complaints as % of total			
Billing and Charging	2	1	100.00%	61	1	64.21%
Water Supply	0	-	0.00%	13	2	13.68%
Waste Water	0	-	0.00%	5	3	5.26%
Customer Service	0	-	0.00%	3	4	3.16%
New Connections	0	-	0.00%	2	5	2.11%
Environmental Concerns	0	-	0.00%	1	6=	1.05%
Other	0	-	0.00%	1	6=	1.05%
Subject Unknown or Out Of Jurisdiction	0	-	0.00%	9	-	9.47%
Total	2		100.00%	95		100.00%
<i>Complaints as % of sector</i>	2.1%			100.0%		

Water Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Castle Water Ltd	Sector Total
Advice	Not duly made or withdrawn	0	32
	Premature	1	49
	Total	1	81
Early Resolution	Not duly made or withdrawn	0	3
	Out of jurisdiction (discretionary)	0	2
	Out of jurisdiction (non-discretionary)	1	3
	Outcome not achievable	0	5
	Premature	0	3
	Proportionality	0	22
	Resolved	1	11
	Total	2	49
Investigation	Fully upheld	0	4
	Some upheld	0	2
	Not upheld	0	5
	Resolved	0	1
	Total	0	12
Total Complaints		3	142

<i>Total Premature Complaints</i>	1	52
<i>Premature Rate</i>	33.3%	36.6%
<i>Total Investigation Decisions</i>	0	11
<i>Total Upholds</i>	0	6
<i>Uphold Rate</i>	-	54.5%

Water Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Castle Water Ltd	Sector Total
Advice	Not duly made or withdrawn	0	23
	Premature	0	37
	Total	0	60
Early Resolution	Not duly made or withdrawn	0	3
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	3
	Premature	1	5
	Proportionality	1	11
	Resolved	0	5
	Total	2	33
Investigation	Fully upheld	0	2
	Some upheld	0	6
	Not upheld	0	3
	Resolved	0	4
	Total	0	15
Total Complaints		2	108

<i>Total Premature Complaints</i>	1	42
<i>Premature Rate</i>	50.0%	38.9%
<i>Total Investigation Decisions</i>	0	11
<i>Total Upholds</i>	0	8
<i>Uphold Rate</i>	-	72.7%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	0	15
<i>Total Upholds</i>	0	8
<i>Uphold Rate</i>	-	53.3%