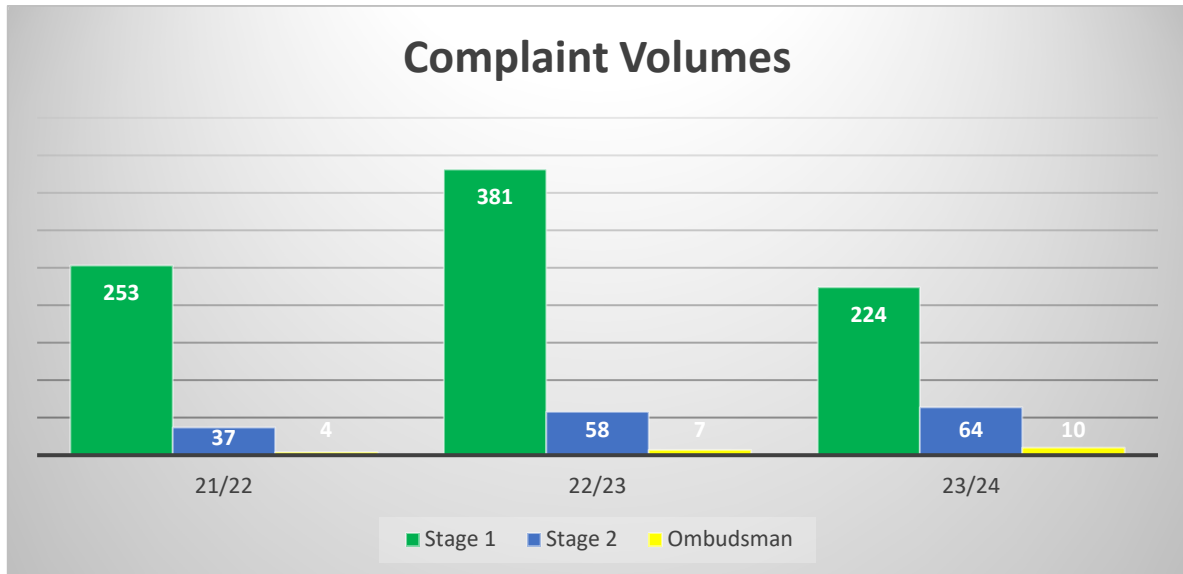


Complaint Performance 2023/2024 – (1st April 2023 – 31st March 2024)

Received Complaints



Complaints have seen a 43% decrease however stage two escalations have seen a 10% increase in comparison to last year. 28% of stage one complaints have been escalated to stage one in comparison to only 16% the year previous. However, this trend is starting to slow down and over the last quarter we have seen a 71% decrease in cases being escalated to stage two in comparison to the same quarter last year.

Trends and Themes

Department	Stage 1	Stage 2	Ombudsman
Asset Management	2	0	0
Customer Experience	19	5	0
Empty Homes	7	2	2
Home Ownership	3	1	1
Tenancy Services	20	11	1
Income Services	8	0	0
Lettings Services	10	4	0
Neighbourhood services	1	0	0
New Build Services	3	0	0
Planned Maintenance	6	1	1
Maintenance Contractors	11	2	0
In House Maintenance	117	32	5
Heating Contractors (Sure and Hales and Coultas)	12	6	0
Roofing Contractors (Ashbridge Roofing)	5	0	0
Total	224	64	10

The table above shows which department are receiving complaints. We continue to see higher complaint levels in the property and maintenance sector however this is to be expected due to the numbers of repairs carried out. We have seen a significant decrease in complaints this year.

The top three complaint themes in order are, poor communication, Damp and Mould and Repairs not being resolved. Communication is wide reaching but in summary customers are saying they do not know what is happening with their repair, we did not inform tenants when we could not attend the repair appointment or no communication when awaiting parts or where delays have occurred. Damp and mould complaints is in the main the length of time it is taking to do the repairs and resolve the issues. This is now being addressed by the Strategic Repairs Action Group. We have an emerging theme which is categorised as other, and this is because the reason for the complaint did not fit a current category. There is further analysis being conducted to ensure we can limit the number of complaints being categorised in this way and remove the other category.

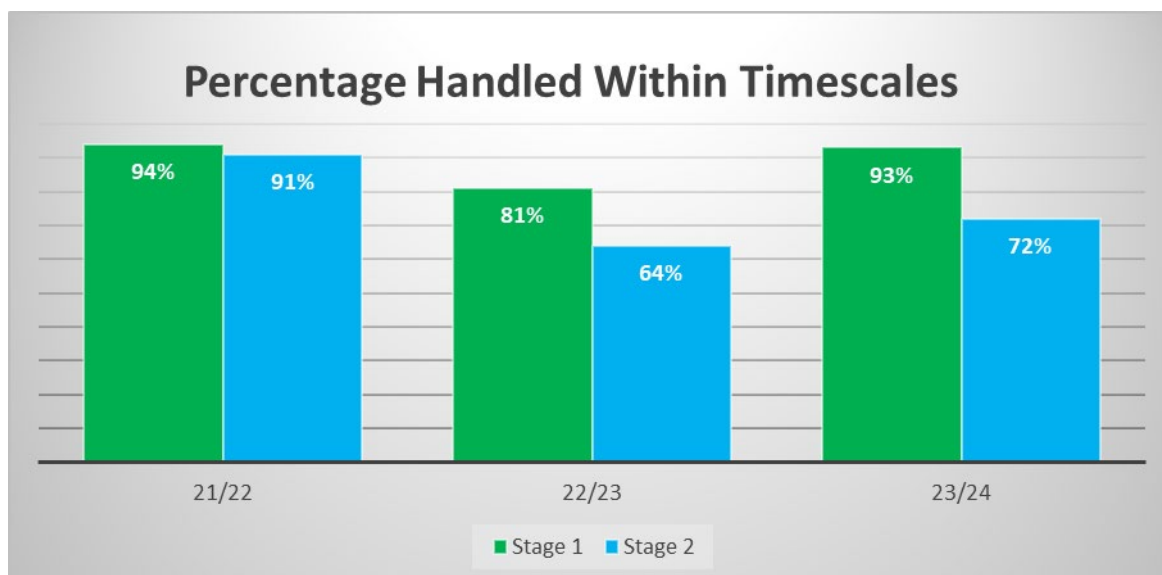
Complaint Theme	%
WRONG PROCEDURE	2%
OOH SERVICE	0.50%
QUALITY OF WORK	0.50%
TENANCY ACTION	5%
DISPUTE DECISION	2%
CONRESPONDENCE	0.50%
OTHER	21%
ATTITUDE OF STAFF	7%
APPOINTMENT WAITING	5%
COMMUNICATION	20%
REPAIR NOT RESOLVED	12%
DAMP&MOULD	11%
REPEAT REPAIR	4%
DAMAGE CAUSED	7%
DELAYED VOID	0.50%
RECHARGE DISPUTE	2%
Total	100%

Rapid Resolutions

The table below shows the number of cases the Customer resolution team have identified as a service request and been able to agree a rapid resolution with customer and resolving their dissatisfaction within 48 hours.

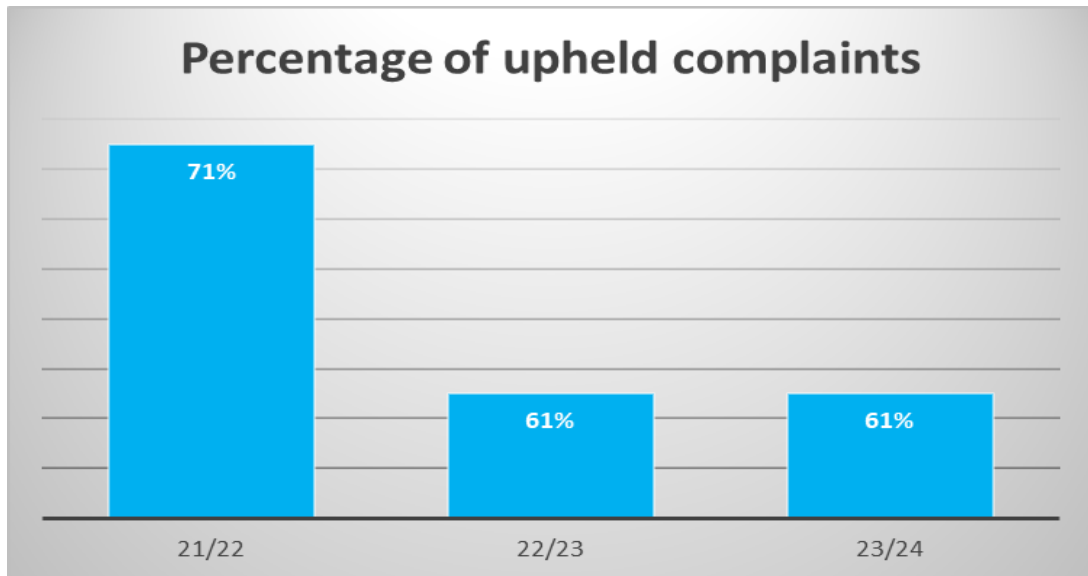
Rapid Resolutions	
Customer Experience	19
Empty Homes	1
Tenancy Services	4
Income Collection	4
Lettings	3
Neighbourhood Services	10
New Build	1
Planned Maintenance and projects	2
Maintenance and Repairs	54
Maintenance Contractors	4
Ongo Plumbing	2
Ongo Roofing	3
Asset Management	1
Total	102

Complaint handling



Stage one complaints timescales have seen a positive increase and the 7% not been handled within ten working days have had agreed extensions and in line with the code. Stage two timescales were challenging earlier within the year due to the increased

numbers, but we have seen this improvement in handling. Again, many of the ones over twenty working days will have an agreed extension.



Even though the stage one complaints levels have reduced by 43% we are still seeing the same numbers being upheld. We would hope to see as we improve our services that the proportion of upheld complaints will reduce as we are confident, we are meeting our full requirements of the service.