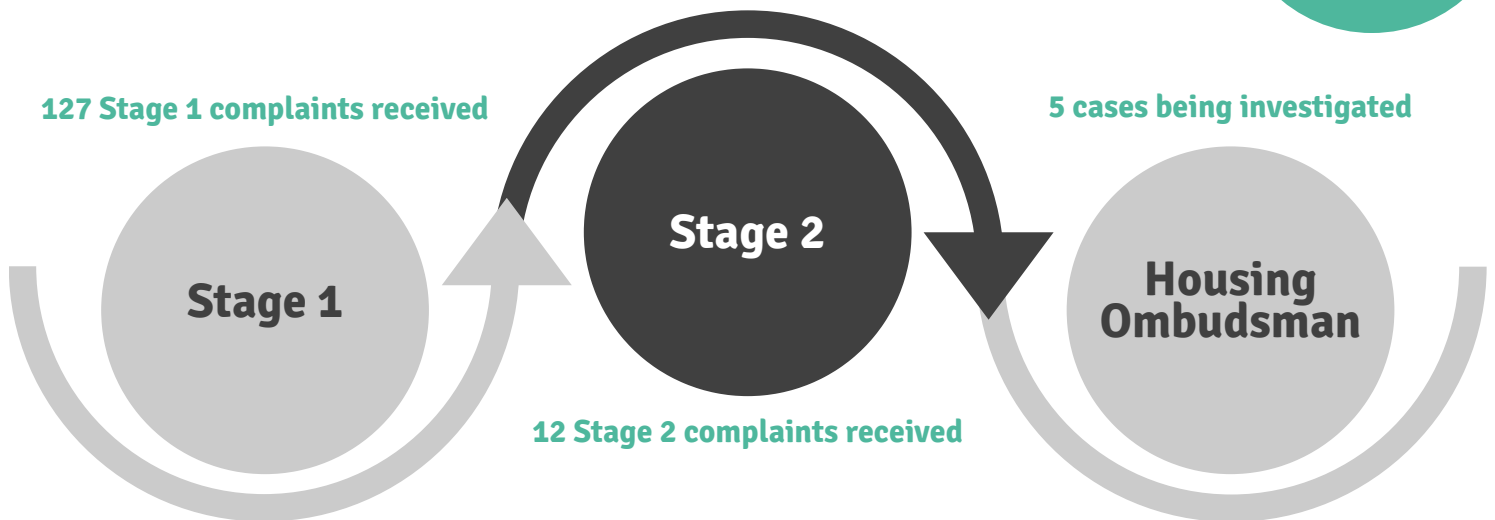


Complaints Performance

APR- JUN
2024



This quarter we have responded to 98% Stage 1 complaints within 10 working days. This quarter we have responded to 60% Stage 2 complaints within 20 working days.



127 Complaints YTD a 115% increase from the same time last year. This increase is following the new Complaint Handling Code, which ensures we are logging complaints more robustly.



58% of Stage 1 complaints upheld.

TYPES OF COMPLAINTS

TOTAL

Income Collection	2		
Lettings Services	6	Customer Services	21
Estates and Ground Maintenance	1	Standard of property on Let	4
Planned works and safety servicing	7	Homeownership and leasehold services	2
In house Repairs and Maintenance contractors	72	Tenancy Services and ASB	12

Housing Ombudsman Case

This complaint was about the handling of a longstanding drainage issue.

Housing Ombudsman Findings:

The Housing Ombudsman recognised this issue was not the responsibility of Ongo, but of the water company.

They recognised the good work Ongo did in contacting and working with the water company, however, they felt that Ongo could have done this sooner within the process to support the tenant further.

They also found that our Stage 2 complaint was handled outside of the expected timescales and the overall finding was service failure.

A written apology, alongside £200 compensation was made to the tenant.

Learning:

We are committed to improving our services and supporting our customers. We will ensure that if a similar situation arises, we will make contact to the third-party company at the earliest opportunity.

We have changed our approach to complaint handling at Stage 2 and always ensure that we follow the Housing Ombudsman Complaint Handling Code.



Be a great landlord



Customer focus



Growth and sustainability