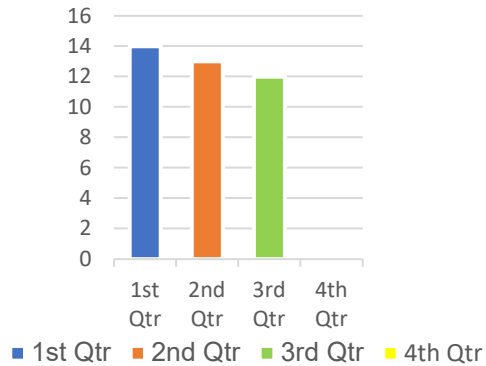


Complaints Report – Quarter 3 2022/23

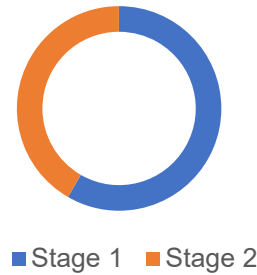


Total number of complaints received



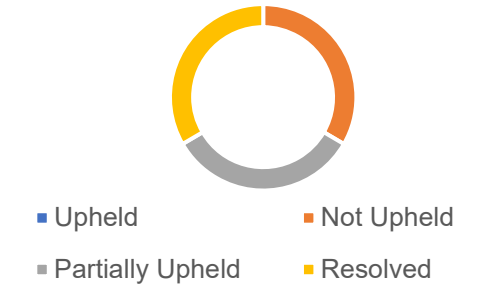
Stage 1 Complaints received 7
 Stage 2 Complaints received 5

Total number of complaints responded to



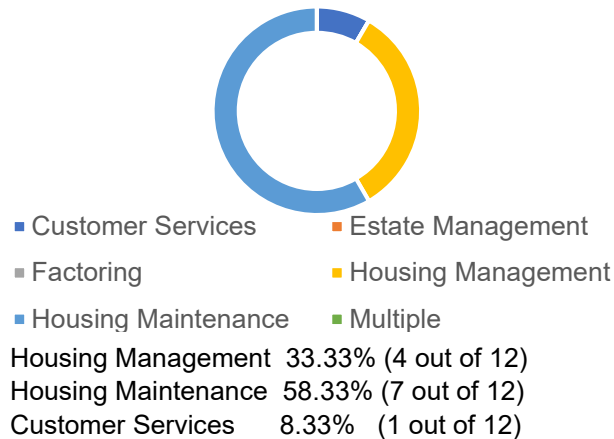
Stage 1 Complaints responded to 7
 Stage 2 Complaints responded to 5
 No equalities complaints were reported in Q2.

Total Number of complaints upheld

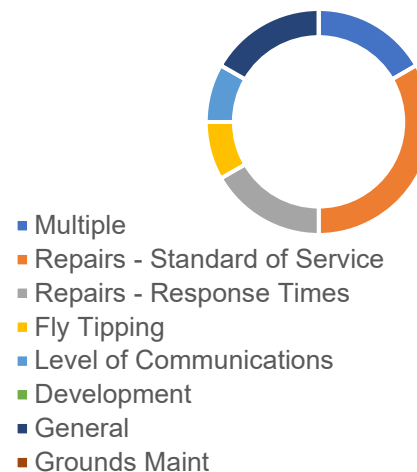


Upheld 0%
 Not Upheld 33.33% (4 out of 12)
 Partially Upheld 33.33% (4 out of 12)
 Resolved 33.33% (4 out of 12)

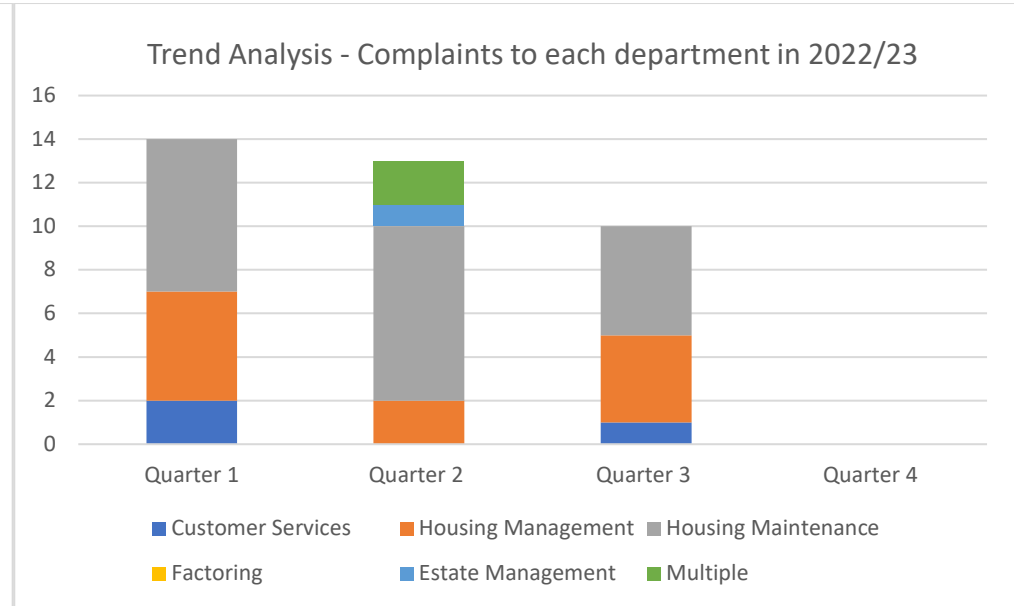
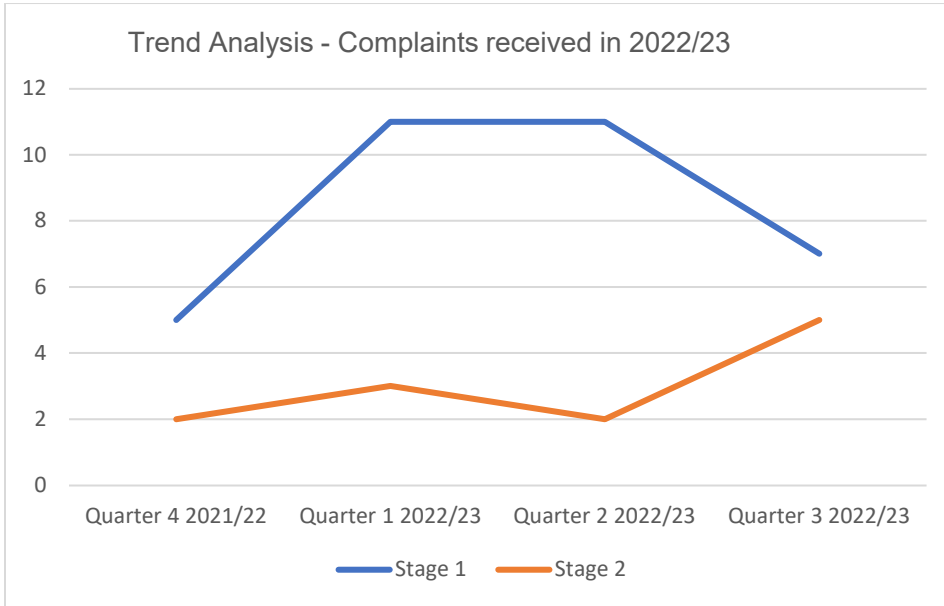
Department complaint was to Q3



Subcategory of complaints dealt with in Q3



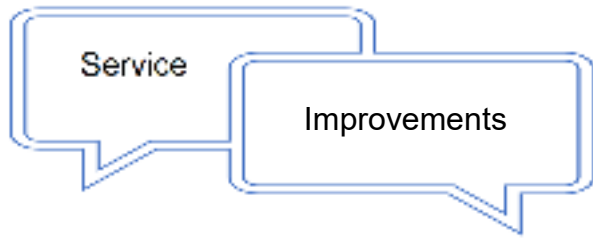
Multiple - 16.66% (2 out of 12)
 Repairs Standard of Service 33.33% (4 out of 12)
 Repairs Response Times 16.66% (2 out of 12)
 Fly Tipping 8.33% (1 out of 12)
 Level of Communications 8.33% (1 out of 12)
 Development 0%
 General 16.66% (2 out of 12)
 Grounds Maintenance 0%



The average number of days taken to resolve Stage 1 complaints was 3.6 days. One complaint was granted a five-day extension due to staff absences; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 13.8 days.



1. Going forward staff will confirm in writing arrangements that have been agreed with tenants and this will be recorded on SDM.