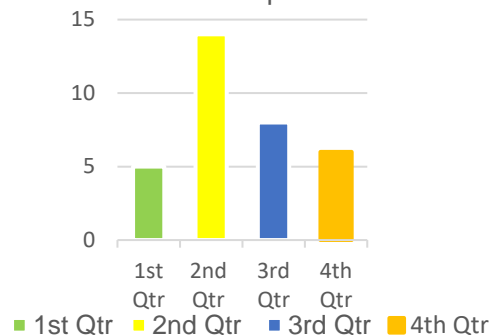


Complaints Report – Quarter 4 2023/24



Total number of complaints received each quarter

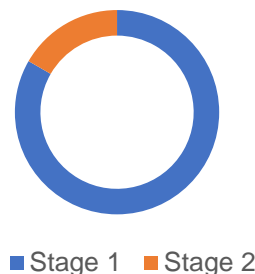


ARC complaints 2022.23 – 51

Stage 1 Complaints received 5

Stage 2 Complaints received 1

Total number of complaints responded to within timescale

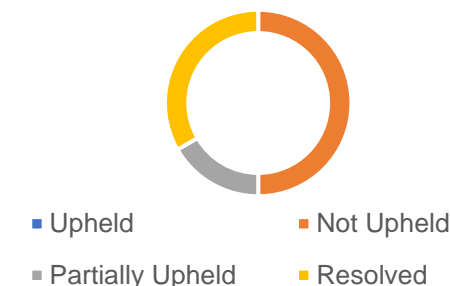


Stage 1 Complaints responded to 5

Stage 2 Complaints responded to 1

There were no equalities complaints reported in this quarter.

Total Number of complaints upheld

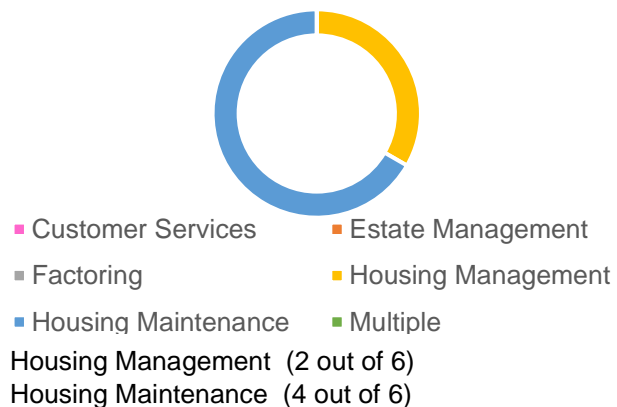


Not Upheld (3 out of 6)

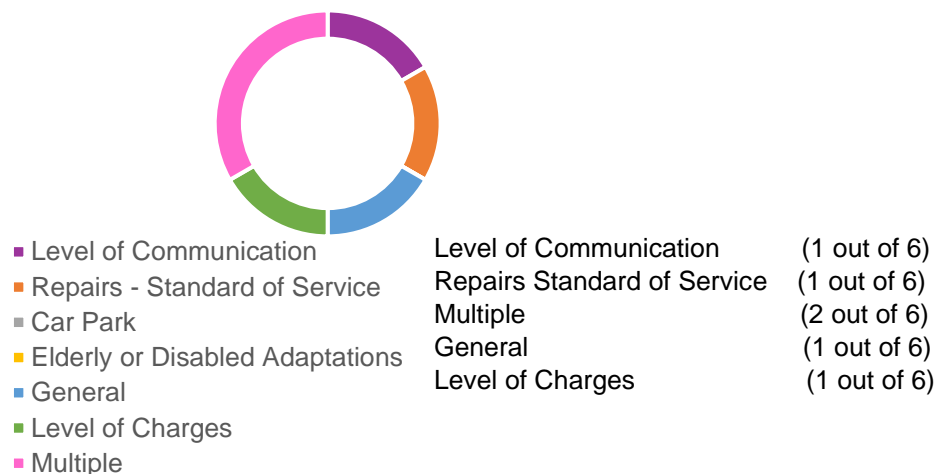
Partially Upheld (1 out of 6)

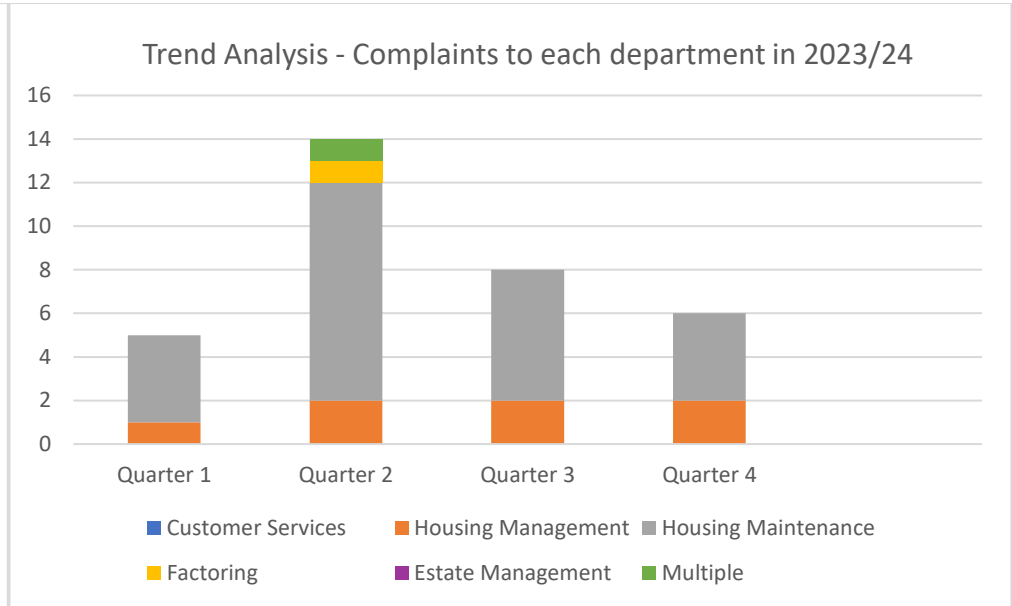
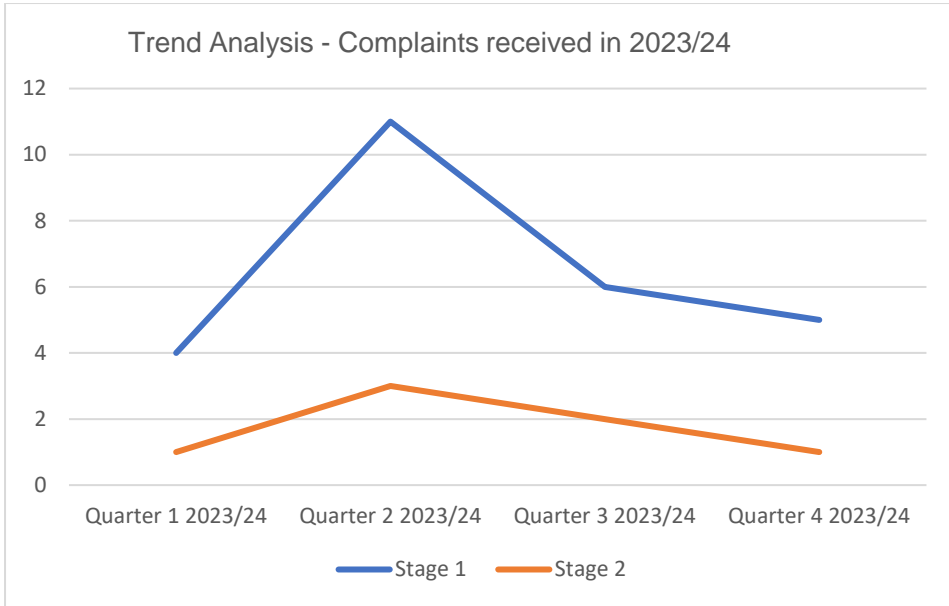
Resolved (2 out of 6)

Department complaints were to in Q4



Subcategory of complaints dealt with in Q4

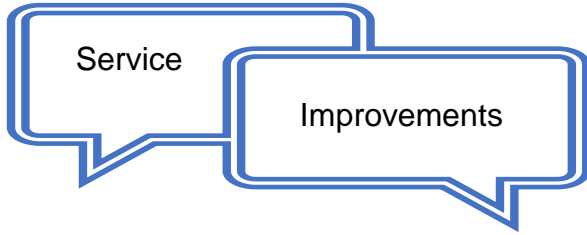




The average number of days taken to resolve Stage 1 complaints was 5.4 days. One complaint were granted a five-day extension; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 18 days.



- Ensure correct information is passed onto tenants at sign ups for service charges to avoid tenants being surprised when costs are implemented.



Compliments

No compliments were reported in Quarter 4.