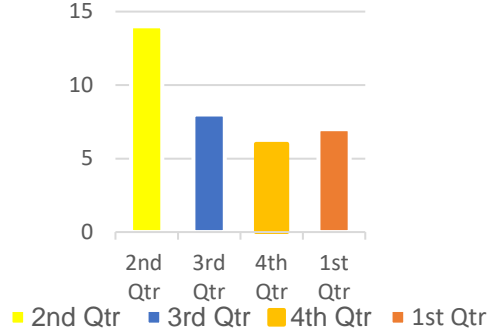


Complaints Report – Quarter 1 2024/25

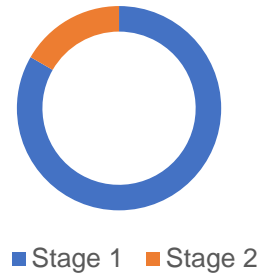


Total number of complaints received each quarter



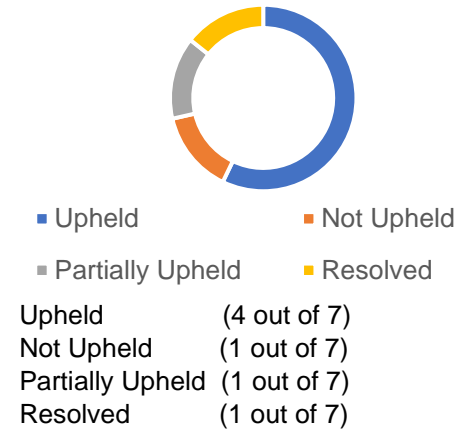
ARC complaints 2023.24 – 33
 Stage 1 Complaints received 6
 Stage 2 Complaints received 1

Total number of complaints responded to within timescale

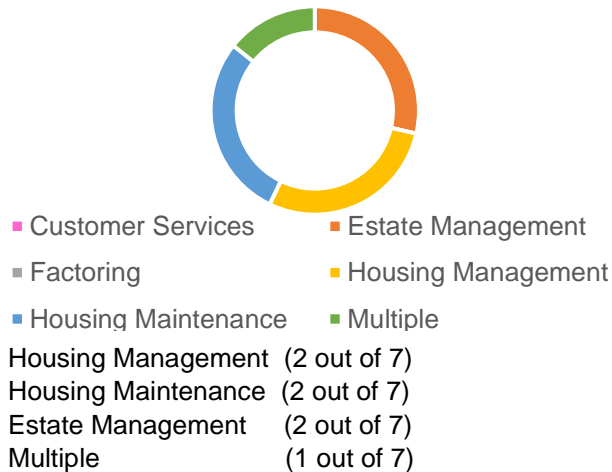


Stage 1 Complaints responded to 6
 Stage 2 Complaints responded to 1
 There were no equalities complaints reported in this quarter.

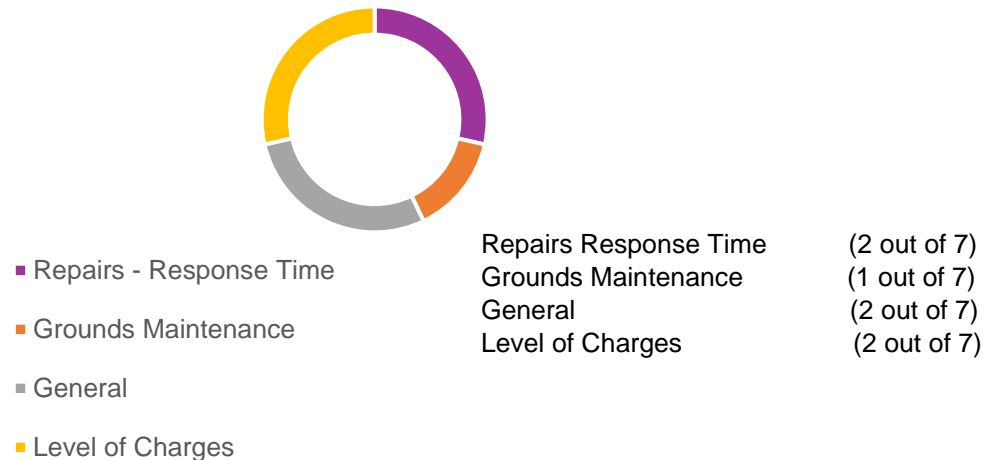
Total Number of complaints upheld

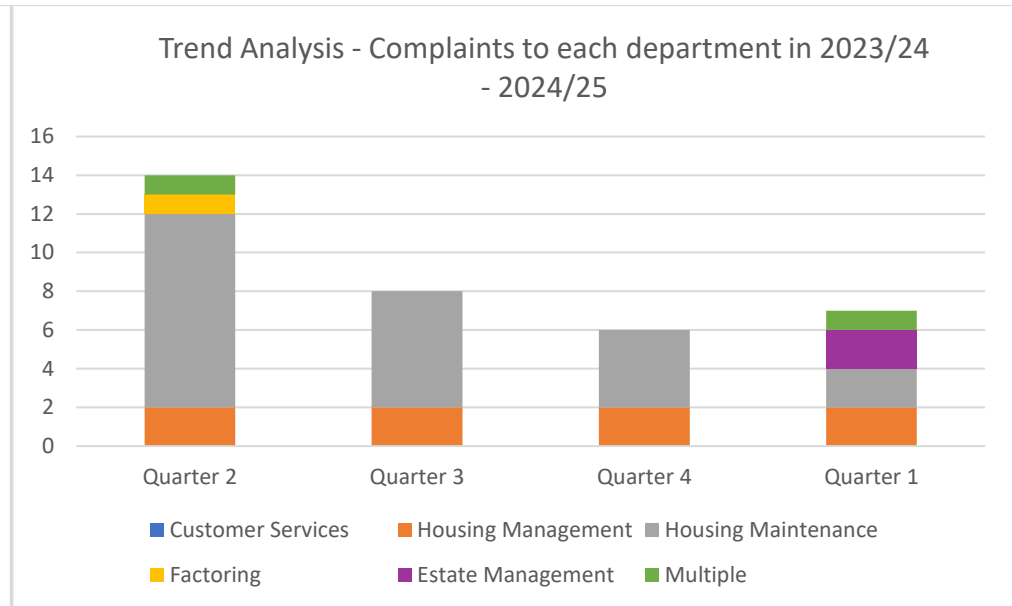
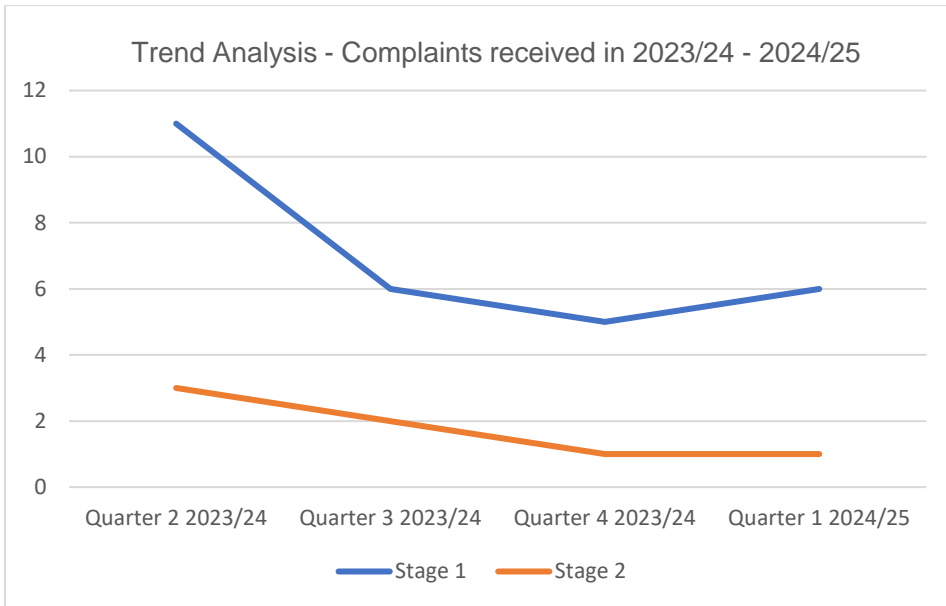


Department complaints were to in Q1



Subcategory of complaints dealt with in Q1

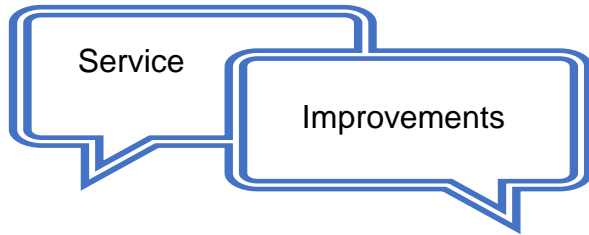




The average number of days taken to resolve Stage 1 complaints was 2.7 days.



The average number of days taken to resolve Stage 2 complaints was 11 days.



- The Finance Officer is to create a script on how all service charges are calculated and charged, a toolbox talk will then be carried out with Housing Officers. This information will then be part of tenant sign ups.
- Ensure the third-party consent mandate process is followed.
- An update has now been made to the procedures to ensure former tenants are not picked up on mailing list exports from SDM.
- Ensure better communication to tenants and neighbours regarding estate management work.



Compliments

No compliments were reported in Quarter 1.