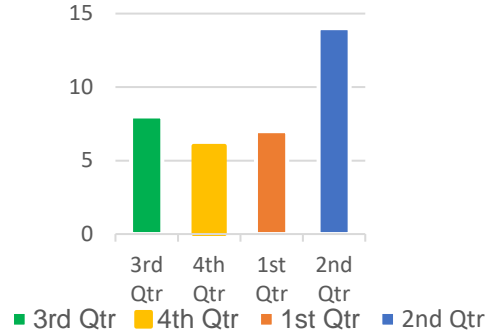


Complaints Report – Quarter 2 2024/25

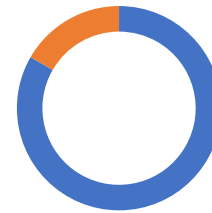


Total number of complaints received each quarter



ARC complaints 2023.24 Total – 33
 Stage 1 Complaints received 11
 Stage 2 Complaints received 3

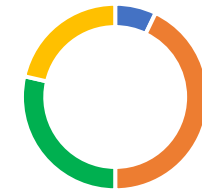
Total number of complaints responded to within timescale



■ Stage 1 ■ Stage 2

Stage 1 responded to within SPSO timescale 10
 Stage 2 responded to within SPSO timescale 2
 Two complaints were over the timescale. One Stage 1 was over by 2 days and one Stage 2 was over by 1 day.

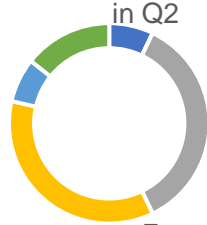
Total Number of complaints upheld



■ Upheld ■ Not Upheld
 ■ Partially Upheld ■ Resolved

Upheld (1 out of 14)
 Not Upheld (6 out of 14)
 Partially Upheld (4 out of 14)
 Resolved (3 out of 14)

Department complaints were directed to in Q2



■ Estate Management ■ Factoring
 ■ Housing Management ■ Housing Maintenance
 ■ Multiple ■ Development

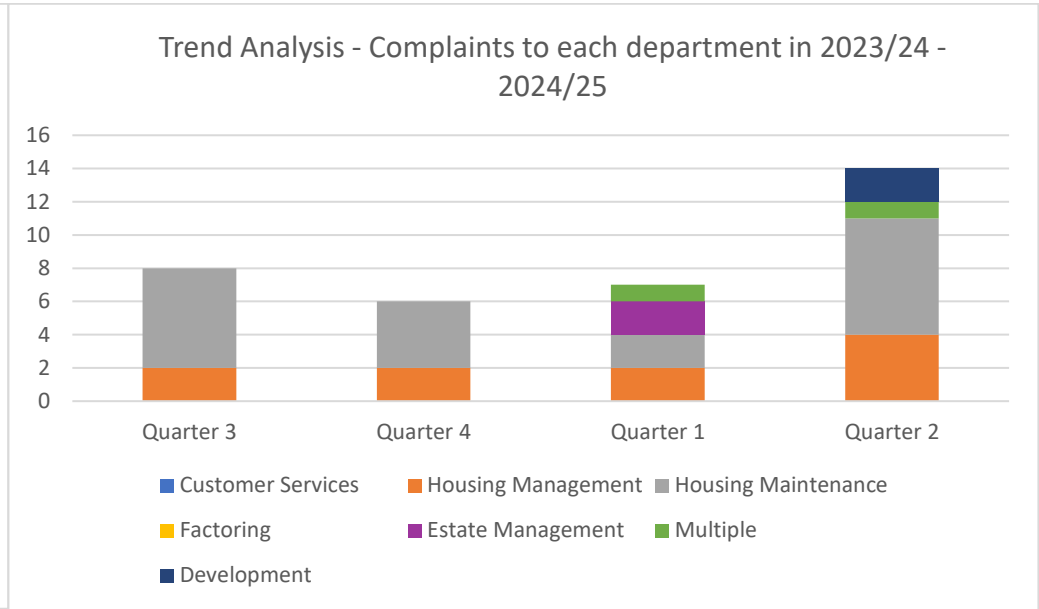
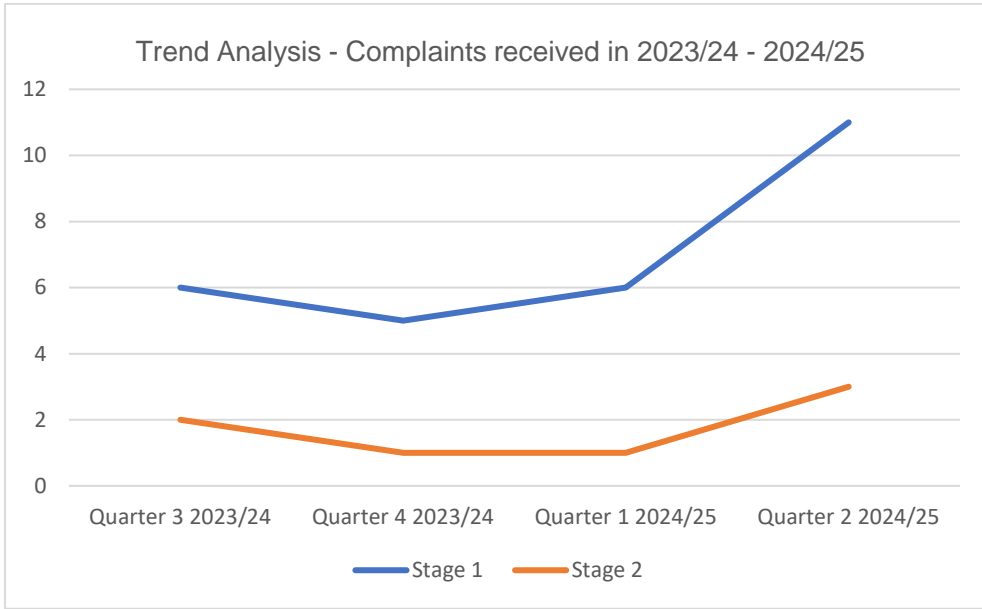
Housing Management (5 out of 14) Development Link (2 out of 14)
 Housing Maintenance (5 out of 14)
 Estate Management (1 out of 14)
 Multiple (1 out of 14)

Subcategory of complaints dealt with in Q2



■ Repairs - Response Time
 ■ Grounds Maintenance
 ■ General
 ■ Level of Charges
 ■ Repairs - Standard of Service
 ■ Tenant Requests
 ■ Stair Cleaning
 ■ Allocations Related
 ■ Level of Communication

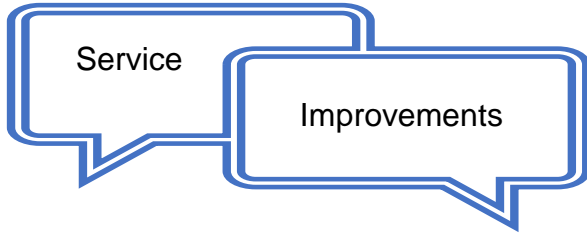
Repairs Response Time (1 out of 14)
 Grounds Maintenance (1 out of 14)
 General (3 out of 14)
 Repairs Level of Charges (1 out of 14)
 Repairs Standard of Service (3 out of 14)
 Tenant Request (1 out of 14)
 Stair Cleaning (1 out of 14)
 Allocations Related (1 out of 14)
 Level of Communication (1 out of 14)
 Development (1 out of 14)



The average number of days taken to resolve Stage 1 complaints was 3.3 days.



The average number of days taken to resolve Stage 2 complaints was 15.3 days.



- Ensure that measures are in place and contactor understands the out of hours service and what is required.
- Monitor and review how we assess our categories for responses ensuring that we do not raise expectations.
- For Kennedy Road to be checked regularly as part of the Housing Officer's Estate Management Plan.



Compliments

- Tenant called to report what a good job an apprentice had done, he carried out all the work under another staff members supervision and everything is working.