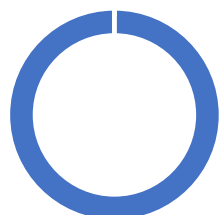


# Complaints Report – Quarter 1 2022/23



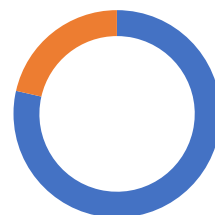
Total number of complaints received



■ 1st Qtr ■ 2nd Qtr ■ 3rd Qtr ■ 4th Qtr

Stage 1 Complaints Received 11  
Stage 2 Complaints Received 3

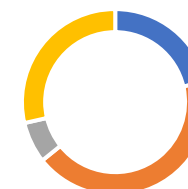
Total number of complaints responded to



■ Stage 1 ■ Stage 2

Stage 1 Complaints responded to 11  
Stage 2 Complaints responded to 3  
No equalities complaints were reported in Q1.

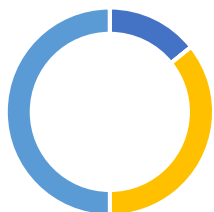
Total Number of complaints upheld



■ Upheld ■ Not Upheld  
■ Partially Upheld ■ Resolved

Upheld 21.42% (3 out of 14)  
Not Upheld 42.86% (6 out of 14)  
Partially Upheld 7.15% (1 out of 14)  
Resolved 28.57% (4 out of 14)

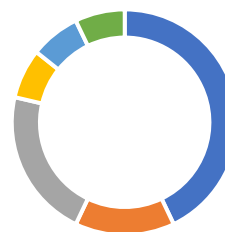
Department complaint is to



■ Customer Services ■ Estate Management  
■ Factoring ■ Housing Management  
■ Housing Maintenance ■ Multiple

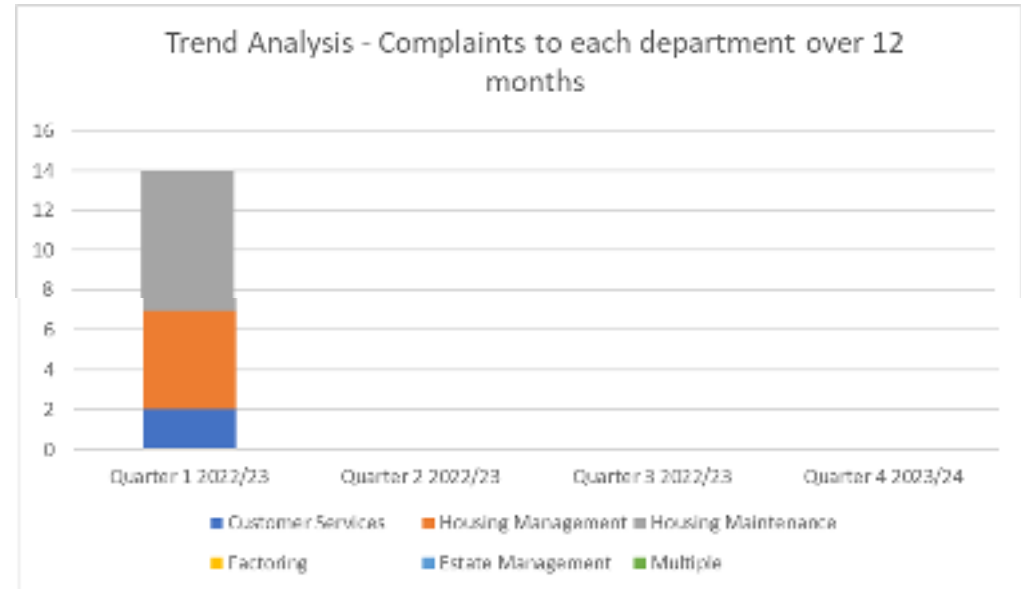
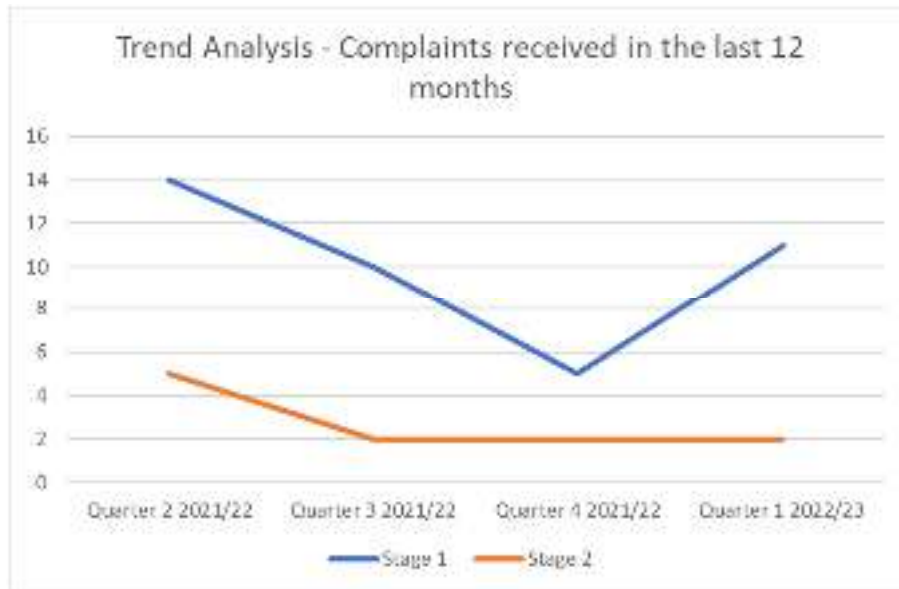
Customer Services – 14.86% (2 out of 14)  
Housing Management – 42.86 (5 out of 14)  
Housing Maintenance – 49.99 % (7 out of 14)

Subcategory of complaints dealt with in Q1



■ General  
■ Repairs - Standard of Service  
■ Repairs - Response Times  
■ Fly Tipping  
■ Level of Communications  
■ Development

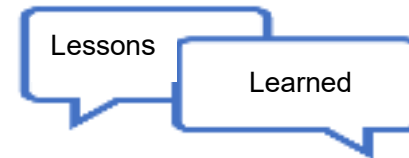
General – 42.86% (6 out of 14)  
Repairs Standard of Service – 14.28% ( 2 out of 14)  
Repairs Response Times – 21.42% (3 out of 14)  
Fly Tipping – 7.14% (1 out of 14)  
Level of Communications – 7.14% (1 out of 14)  
Development – 7.14% (1 out of 14)



The average number of days taken to resolve Stage 1 complaints was 3.09 days. One complaint was responded to out with SPSO timescales of 5 days due to the Housing officer waiting on more information from a tenant.



The average number of days taken to resolve Stage 2 complaints was 11.66 days. One complaint was granted a ten-day extension due to it being a complex issue this was approved by Senior Management.



One lesson learned was reported in Quarter 1 – Procedures were updated to ensure that a further check is carried out when exporting tenant information from SDM to confirm details are correct and up to date.