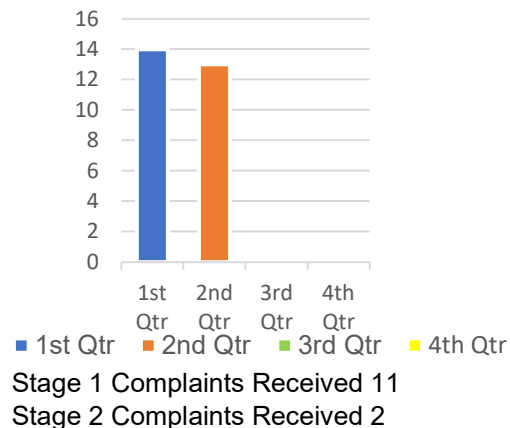


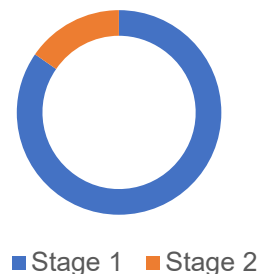
Complaints Report – Quarter 2 2022/23



Total number of complaints received

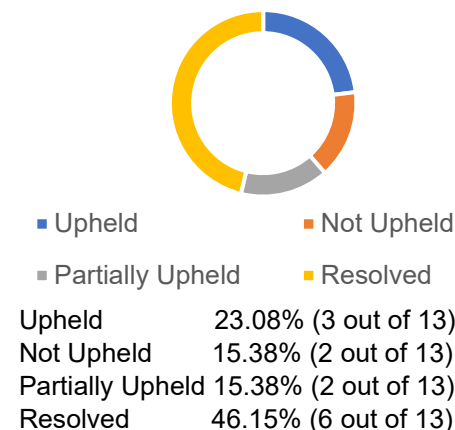


Total number of complaints responded to



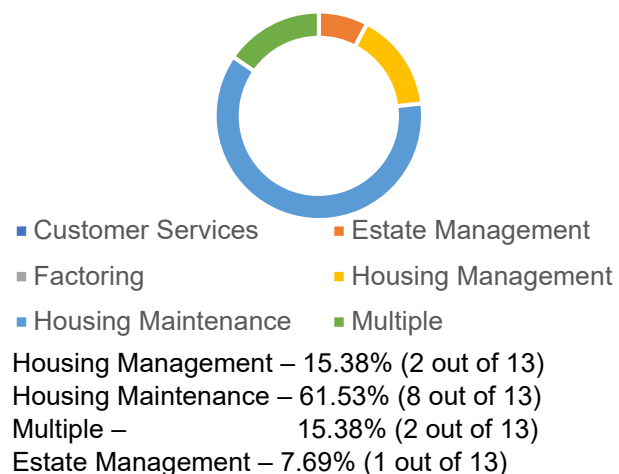
Stage 1 Complaints responded to 11
 Stage 2 Complaints responded to 2
 No equalities complaints were reported in Q2.

Total Number of complaints upheld



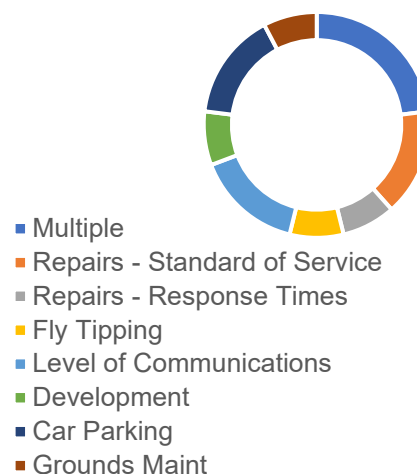
Upheld 23.08% (3 out of 13)
 Not Upheld 15.38% (2 out of 13)
 Partially Upheld 15.38% (2 out of 13)
 Resolved 46.15% (6 out of 13)

Department complaint is to

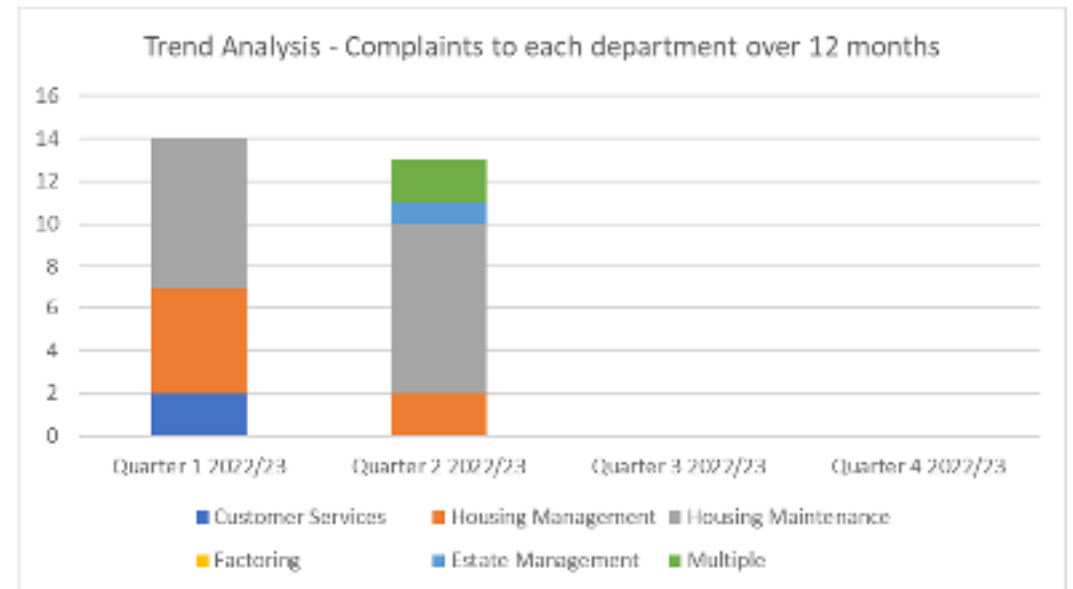
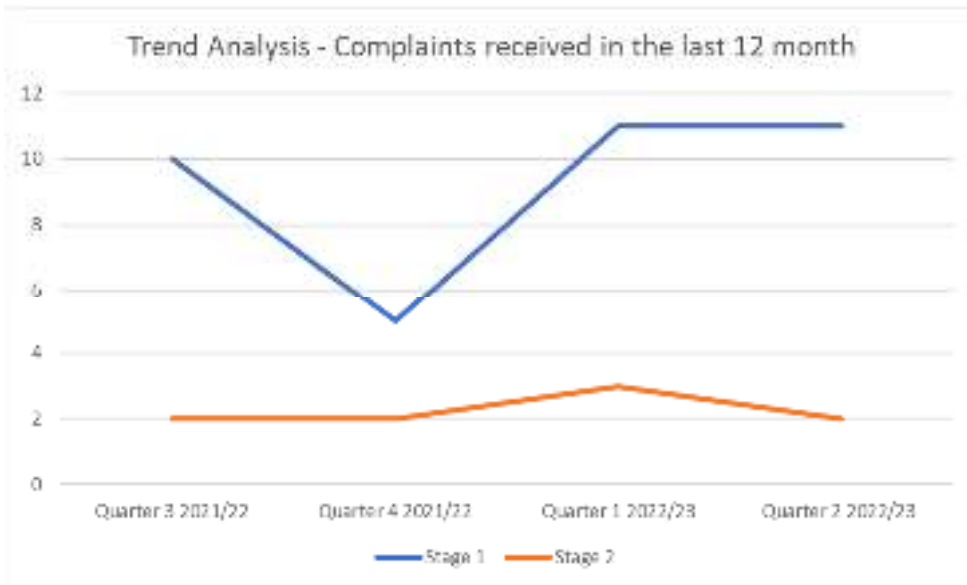


Housing Management – 15.38% (2 out of 13)
 Housing Maintenance – 61.53% (8 out of 13)
 Multiple – 15.38% (2 out of 13)
 Estate Management – 7.69% (1 out of 13)

Subcategory of complaints dealt with in Q2



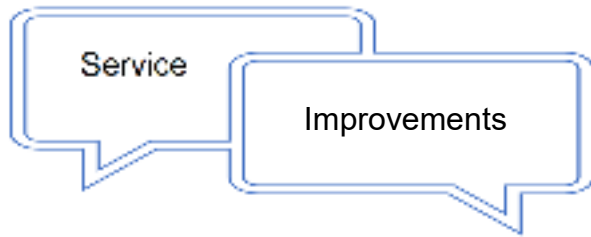
Multiple– 23.08% (3 out of 13)
 Repairs Standard of Service – 15.38% (2 out of 13)
 Repairs Response Times – 7.69% (1 out of 13)
 Fly Tipping – 7.69% (1 out of 13)
 Level of Communications – 15.38% (2 out of 13)
 Development – 7.69% (1 out of 13)
 Car Parking – 15.38% (2 out of 13)
 Grounds Maintenance – 7.69% (1 out of 13)



The average number of days taken to resolve Stage 1 complaints was 2.45 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 19 days. One complaint was granted a ten-day extension due to it being a complex issue this was approved by Senior Management.



1. Going forward all staff will log phone calls with tenants on SDM so these can be referred to.
2. Follow up phone calls should be made to tenants when appointments are arranged with sub-contractors to ensure that the tenant is satisfied after the appointment has been carried out.
3. Going forward information letters will go out to tenants which include useful contact details e.g., when heating systems/solar panels are installed.
4. Technical Officers will now be allocated to any major repairs/project work.
5. Consult with tenants regarding communal storage areas.
6. Tenants living in a scheme with a communal area should be informed of any communal adaptations – revise policy.
7. Communal storage keys should be held by LHA as well as the tenants.
8. A general toolbox talk should be had with staff who drive the company vans regarding parking.
9. Review the staff Code of Conduct with member of staff.