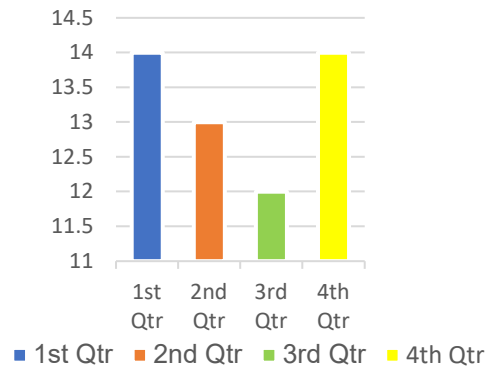


Complaints Report – Quarter 4 2022/23

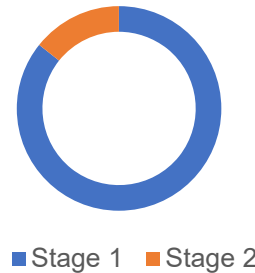


Total number of complaints received



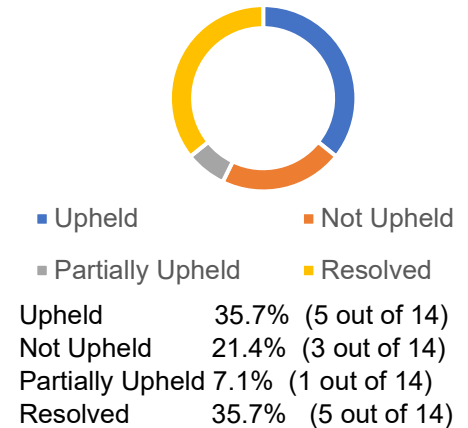
Stage 1 Complaints received 12
 Stage 2 Complaints received 2

Total number of complaints responded to

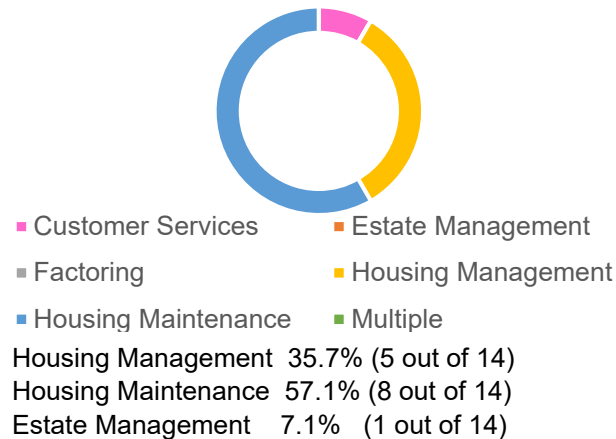


Stage 1 Complaints responded to 12
 Stage 2 Complaints responded to 2
 No equalities complaints were reported in Q2.

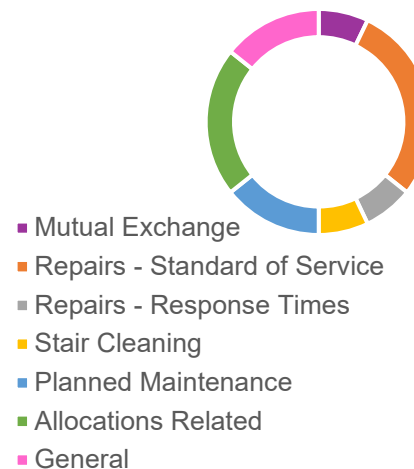
Total Number of complaints upheld



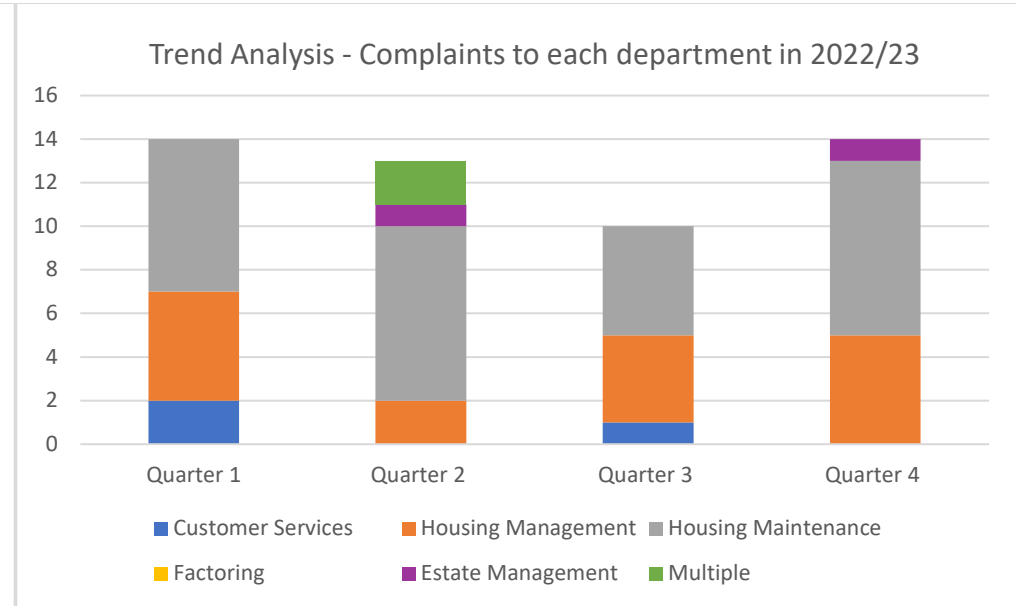
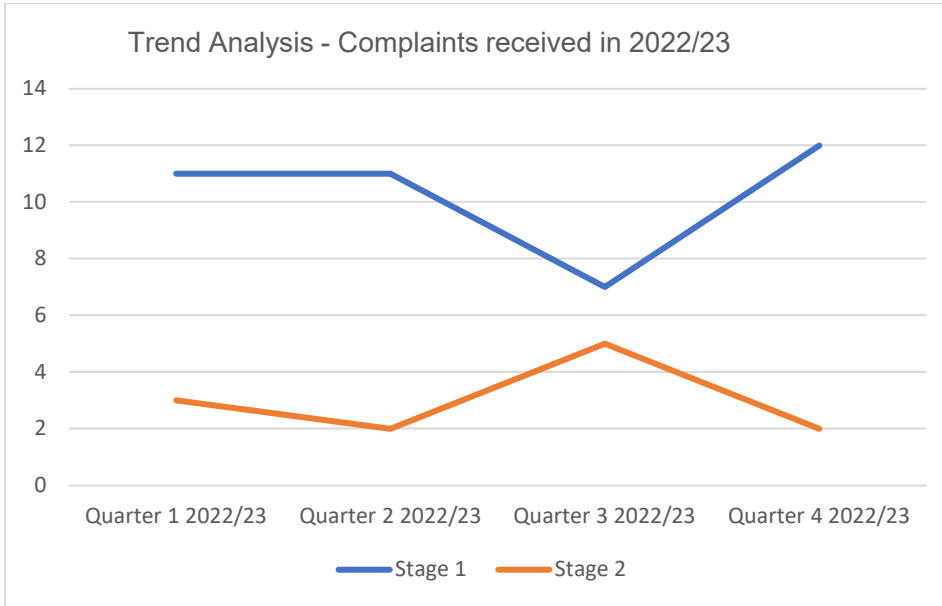
Department complaint was to Q3



Subcategory of complaints dealt with in Q3



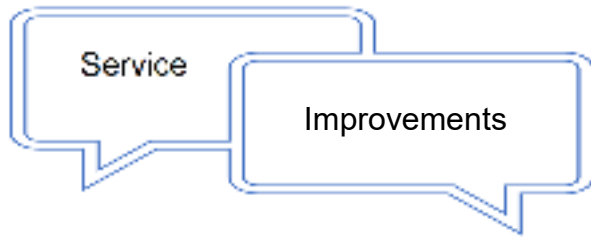
Mutual Exchange - 7.1% (1 out of 14)
 Repairs Standard of Service 28.6% (4 out of 14)
 Repairs Response Times 7.1% (1 out of 14)
 Stair Cleaning 7.1% (1 out of 14)
 Planned Maintenance 14.3% (2 out of 14)
 Allocations Related 21.4% (3 out of 14)
 General 14.3% (2 out of 14)



The average number of days taken to resolve Stage 1 complaints was 3.5 days. One complaint was granted a five-day extension due to staff absences; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 13.5 days.



1. Remember to update leaflets when procedures are changed.
2. Amend the termination of tenancy leaflet and termination of tenancy letter
3. Discussion to be had with Housing Officers on information that should be discussed with Sharing Owners and the need to ensure any variations are communicated with Sharing Owners.
4. Review the sensitive let process within the procedure, review and map areas or properties that require sensitive lets.



Compliments

1. Tenant asked for their appreciation to be passed onto the Work Planners and thanked them for the great service provided.
2. Tenant asked for their thanks to be passed onto the Technical Officers for their help in dealing with a void property.
3. Tenant asked for their thanks to be passed onto the joiner and apprentice joiner who was out at their property, they were both very professional and helpful on the two occasions they visited.