

Your Comments Count

Summary April 2023 to March 2024

Data within this report has been compared to April 2022 to March 2023



1,619 Escalated Service Request 69% increase

! We agreed with 75%

692 Stage 1 complaints 70% increase

! We agreed with 85%

133 Stage 2 complaints 90% increase

! We agreed with 82%

10 Housing Ombudsman investigations
 22 determinations received – 10 no maladministration; 2 reasonable redress; 3 outside jurisdiction; 6 maladministration's; and 1 service failure

% related to Property Services

ESR– 83.96%

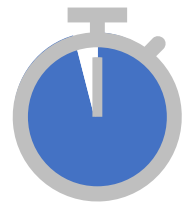
Stage 1 – 86.27%

Stage 2 – 84.96%

Response times including extensions



76%
Stage 1



96%
Stage 2



13.70

No. average days responded by



21.49

Top 5 reasons complained about (stage 1)...



29%

Planned repairs



12%

Poor Communication



11%

Damp & mould



7%

Delay with repairs



7%

Quality of repairs

Learning from complaints



28 Staff reminders & training updates



36 Service improvements identified



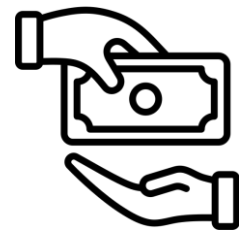
1,048 Compliments
8.79% decrease



£82,247 Compensation offered
£49,645 more



£3,850 Highest payment given
Relates to quality of repair



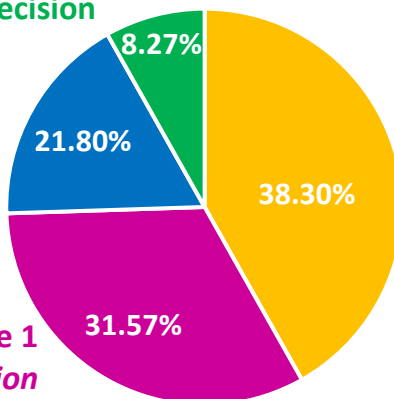
284 Complaint cases accepted compensation

Reasons for escalating to stage 2

Not happy with decision

Promises not fulfilled from stage 1 response

Resolution provided at stage 1 (e.g. compensation offered)



Unhappy with content of stage 1 response (e.g. incorrect info)



61% Overall satisfied with the complaints service