



COMPLAINT PERFORMANCE

Quarter 1 Summary

This report summarises the performance of our Complaints Service.

558 Service requests
1619 in 2023/24 

235 Stage 1*
692 in 2023/24
We agreed with 87% 

30 Stage 2*
133 in 2023/24
We agreed with 97% 

*complaints responded to

Housing Ombudsman

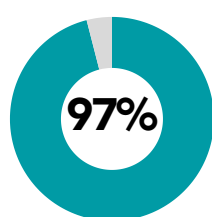
 **4 Enquiries**

 **3 Investigations & Determinations**
6 determinations received relating to the 3 cases

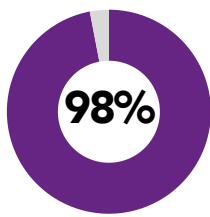
151 Councillor / Member enquiries
691 in 2023/24 

Response times

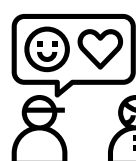

(including extensions)





Stage 1

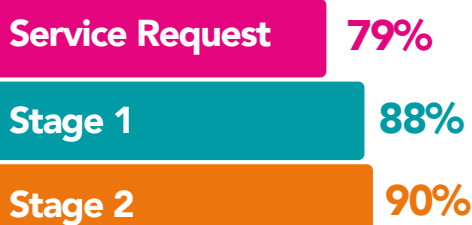


Stage 2

 **183 Compliments**
1048 in 2023/24 

 **£21,866 Compensation**
£82,247 in 2023/24 

% Relating to Property Services



Top 3 services complained about

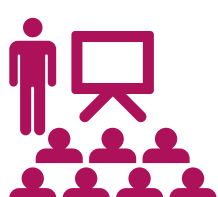
- 26%** Planned Repairs
- 15%** Delay carrying out repairs
- 12%** Damp & mould
- 6%** Poor communication
- 4%** Repair quality

Learning from complaints

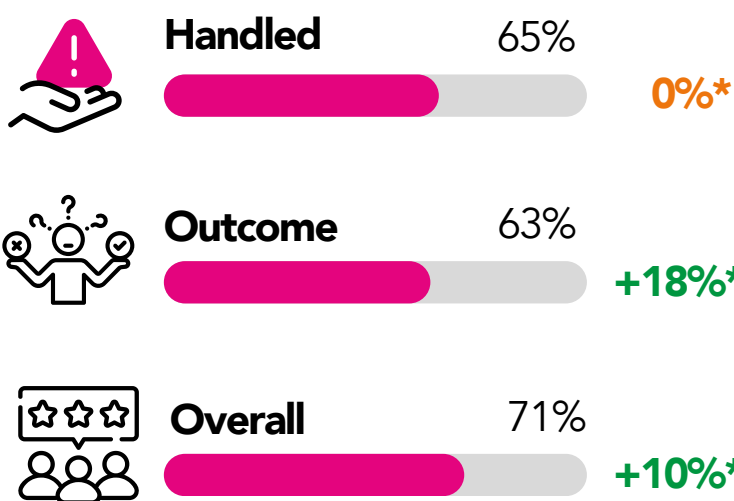


8 Service improvements identified

12 Staff reminders & training updates

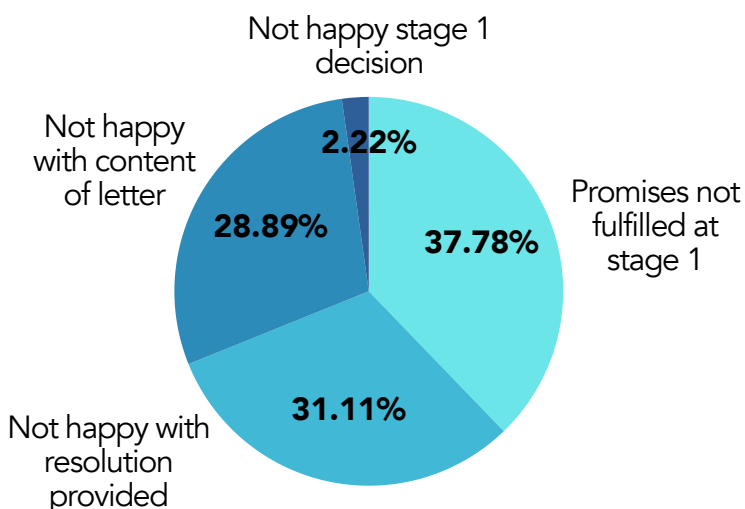


Customer Satisfaction



*compared with 2023/24 satisfaction

Reasons escalated to stage 2



KEY



Projected increase for 24/25



Predict to stay same for 24/25



Projected decrease for 24/25