


# Your Comments Count

## Summary April '22 to February '23


Data within this report has been compared to Apr 2021 to Feb 2022



**814 Informal complaints**  
20.95% increase

 We agreed with 65.56%

**332 Stage 1 complaints**  
165.6% increase

 We agreed with 67.46%

**61 Stage 2 complaints**  
110.35% increase

 We agreed with 73.77%

**9 Housing Ombudsman investigations**  
900% increase (none were received in previous year)  
We have received 2 determinations so far, both no maladministration

### % related to repairs

**Informal - 78.30%**

**Stage 1 – 73.19%**

**Stage 2 – 83.61%**

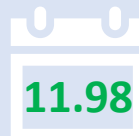
### Response times



**65.96%**  
**Stage 1**  
within 10  
working days



**90.16%**  
**Stage 2**  
Within 20  
working days



Average no. days  
responded by



**117 Stage 1 Complaints withdrawn**  
143.75% increase



**101 Property Services**

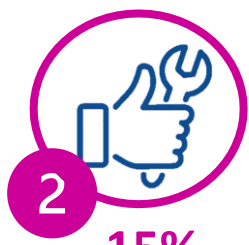
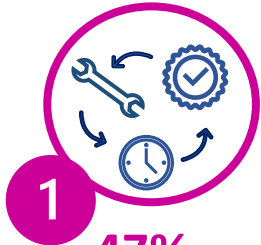


**16 Estate & Customer Services**



**1,065 Compliments**  
13.97% decrease

## Top 3 services complained about...



£26,754.48

Compensation offered

£14,451.57 more

Unhappy with content of stage 1 response  
(e.g. incorrect info, not factually correct)

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



Promises not fulfilled  
from stage 1 response

Not all issues  
addressed in  
stage 1 response

Unhappy with  
stage 1  
decision



berneslai  
homes