

COMPLAINT PERFORMANCE

Quarter 2 Summary

This report summarises the performance of our Complaints Service from 1 April to 30 September 2024

1,056 Service requests
1619 in 2023/24

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

132 Stage 2*
133 in 2023/24
We agreed with 86%

*complaints responded to

Housing Ombudsman

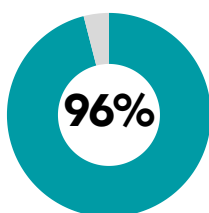
13 Enquiries

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

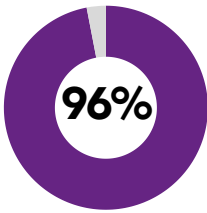
394 Councillor / Member enquiries
691 in 2023/24

Response times

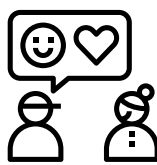
(including extensions)



Stage 1



Stage 2



301 Compliments
1048 in 2023/24



£55,088 Compensation
£82,247 in 2023/24

% Relating to Property Services

Service Request 80%
Stage 1 84%
Stage 2 86%

Top 5 reasons complained about

21% Delay carrying out repairs
18% Planned Repairs
11% Poor communication
9% Damp & mould
6% Repair quality

Customer Satisfaction



Easy to complain 84%
+7%*



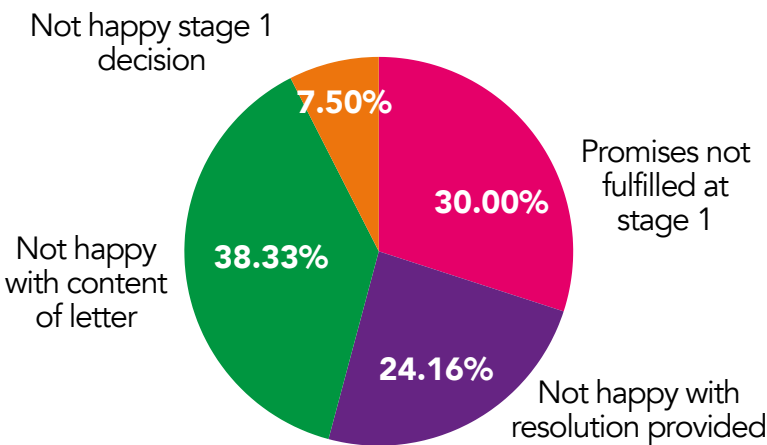
Outcome 54%
+9%*



Overall 66%
+5%*

*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

