

COMPLAINTS HANDLING SURVEY SUMMARY

April 2024 to March 2025



642
Surveys
sent



208
Surveys
completed



43%
Overall
Satisfaction



Easy to
complain
74%

↓ 3% Compared to 23/24



Staff listened
& understood
72%

= 0% Compared to 23/24



Staff treating
complaint fairly
82%

↑ 9% Compared to 23/24



Handling of
complaint
63%

↓ 2% Compared to 23/24



Response letter
easy to understand
74%

↑ 7% Compared to 23/24



Steps taken to
put things right
57%






↓ 11% Compared to 23/24



Outcome of
complaint
66%

↑ 21% Compared to 23/24

What we are doing to improve...

-  We're carrying out complaint handling training with all investigating officers, with a focus on complaint investigation, response letter writing and putting things right.
-  Our 'check it challenge' group of involved tenants to review a sample of anonymised complaint response letters, so we can gather feedback on how letters can be improved.
-  We will monitor and track any works that we promise within the complaint response letter to ensure it's completed in time.
-  We will work with repairs partners to improve communication with planned works.
-  We will agree a communication plan with the tenant while the complaint investigation is taking place.