## 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%

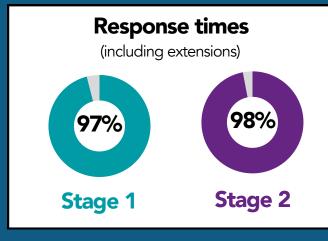
**Enquiries** Investigations & **Determinations** 6 determinations received relating to the 3 cases

**Housing Ombudsman** 

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

enquiries 691 in 2023/24

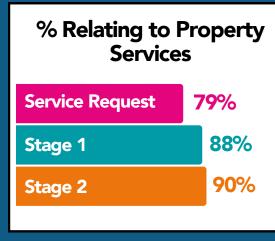
\*complaints responded to





**Councillor / Member** 







## **Top 3 services** complained about

**26%** Planned Repairs

**15%** Delay carrying out repairs

Damp & mould

Poor 6% communication 4% Repair quality

## **Learning from** complaints



**8** Service improvements identified

**12** Staff reminders & training updates



