

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%

←%

Housing Ombudsman

4 Enquiries

3 Investigations & Determinations

6 determinations received relating to the 3 cases

151 Councillor / Member enquiries

691 in 2023/24

←%

*complaints responded to

Response times

(including extensions)

97%

Stage 1

98%

Stage 2

183 Compliments

1048 in 2023/24

↓%

£21,866 Compensation

£82,247 in 2023/24

←%

% Relating to Property Services

Service Request79%

Stage 188%

Stage 290%

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

8Service improvements identified

12Staff reminders & training updates

Customer Satisfaction

Handled65%0%*

Outcome63%+18%*

Overall71%+10%*

*compared with 2023/24 satisfaction

Reasons escalated to stage 2

Not happy stage 1 decision2.22%

Not happy with content of letter28.89%

Not happy with resolution provided31.11%

Promises not fulfilled at stage 137.78%

KEY

↑%Projected increase for 24/25

←%Predict to stay same for 24/25

↓%Projected decrease for 24/25

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Please note figures within this summary may change following auditing and monitoring checks