

COMPLAINTS PERFORMANCE REPORT 2023/24

STAGE 1



Complaints
received

60

STAGE 2



Complaints
received

17



Average days
to complete

3.7



Average days
to complete

18.1

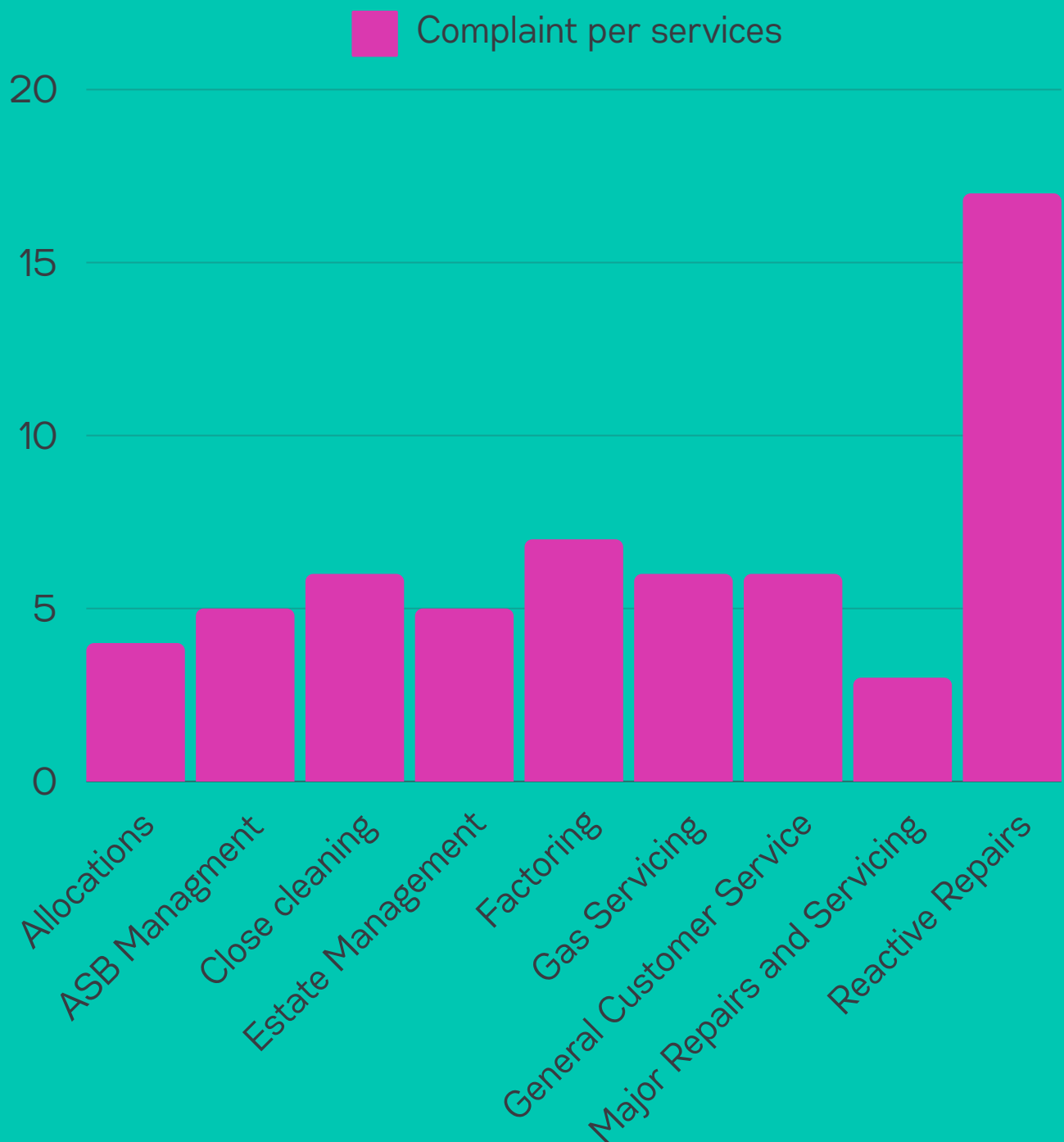
We answered 86.84% of
complaints within the agreed
timescale



We upheld or resolved
57% of complaints

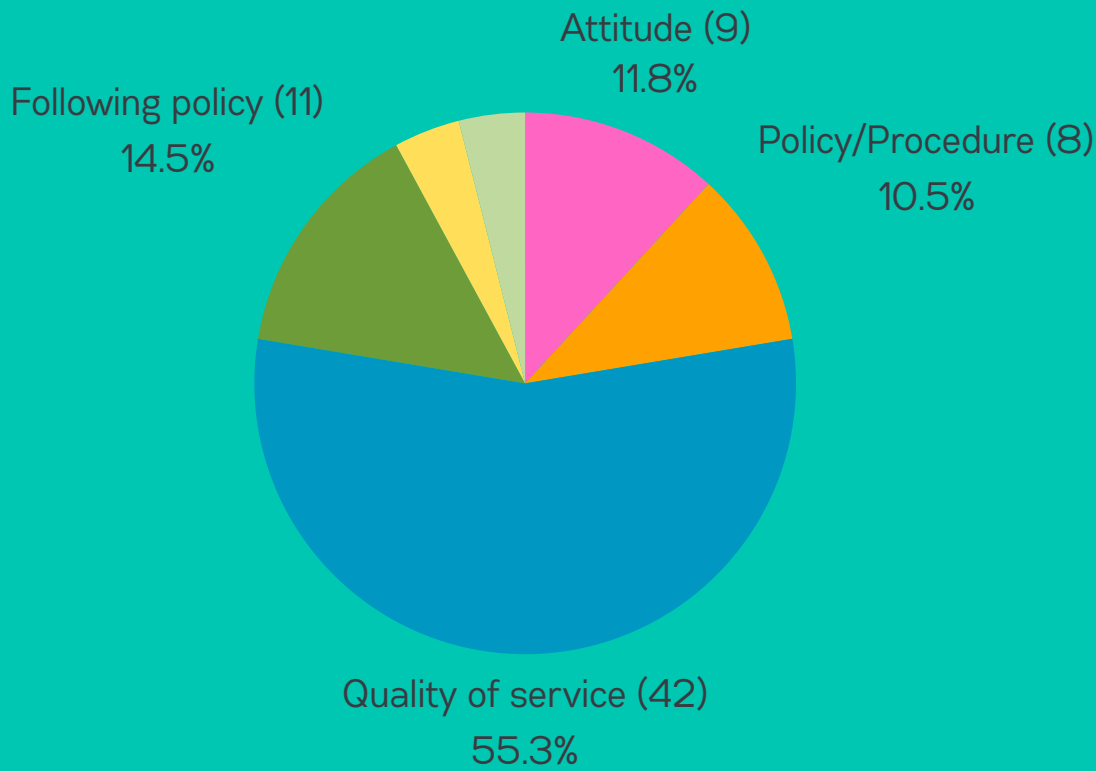


We received complaints about



We received less than 3 complaints for each of: Complaints Procedure, Debt Recovery, EICR, Health & Safety, Landscaping, NB Development, Pest Control and Renewals.

We received complaints about



We received complaints from

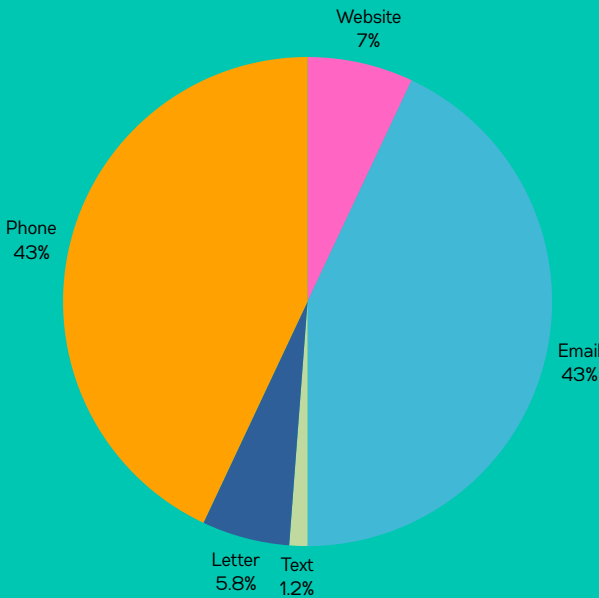


We received complaints by

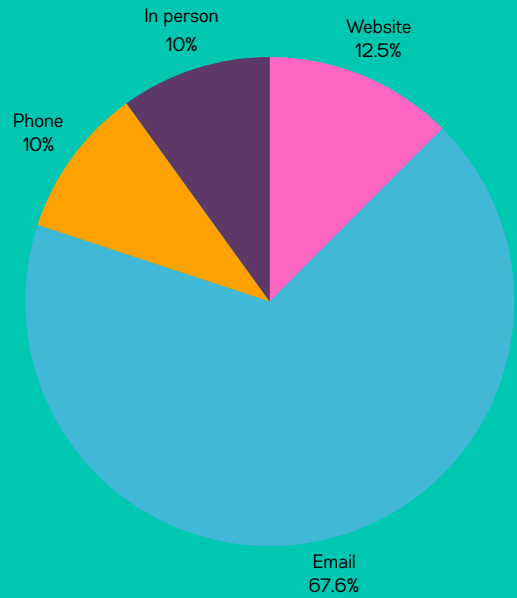


We received complaints by (comparison)

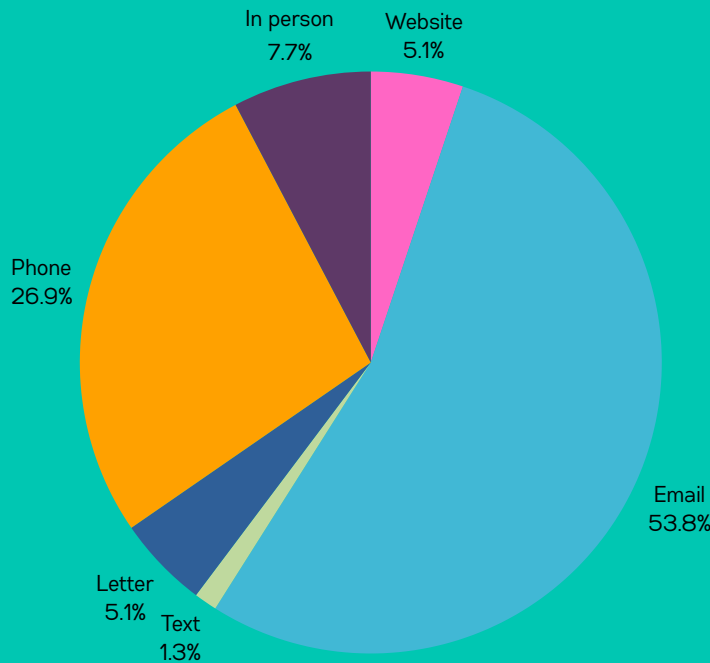
2021/22



2022/23



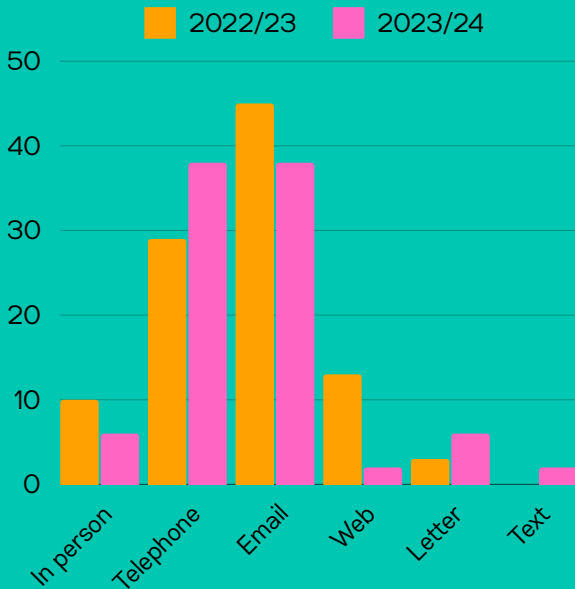
2023/24



These charts show how people have made complaints to us over the last 3 years. Email remains the preferred option with phone calls remaining the second preferred. In 2023/24 we see that a larger range of communication methods were used to make complaints. No complaints were logged as being received over social media. This will be explored and may be due to how complaints are being recorded. There is also some uncertainty that complaints made over the website are being recorded as such as they are passed to individual officers to log via email which may cause confusion.

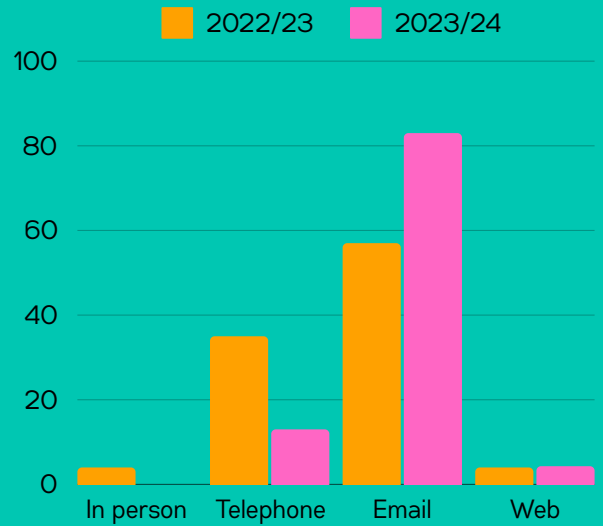
We received complaints by (comparison)

Tenant



Our tenants are using a wide range of methods to make complaints.

Factored Owner



This graph shows that our factored owners are increasingly preferring to contact us to make complaints using digital methods.

Complaints improve our service

As a result of the complaints we answered across the year we have made the following changes to what we do, or how we do it:



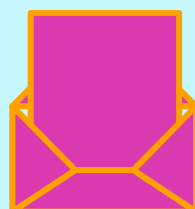
We delivered additional staff training on Allocations Policy & Anti Social Behaviour Management



We have changed the way we record Anti Social Behaviour Complaints



We will now put posters up in closes in winter to advise that the closes won't be cleaned when the temperatures are freezing



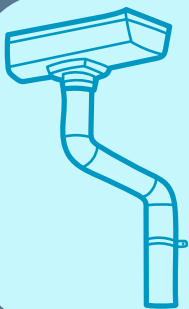
We have changed the language in our letters informing tenants we may need to force access to their home if they do not provide access for essential safety checks



We are reminding tenants they must let us know if they have oxygen for medical use in their home and we are alerting trades staff where appropriate.

A letter was sent out to a tenant who had passed away. This caused their family unnecessary distress.

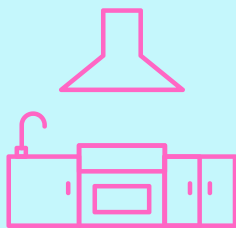
This was the result of a system fault that we escalated with our Information Management provider and has now been resolved so that it doesn't happen again.



Works required to gutters in one block were identified



We keep additional spare parts for the heating system at Waddell Court



Full kitchen replacements will be started at the beginning of the week so that tenants aren't left without use of their kitchen over the weekend.



We have employed a Quality Control Supervisor to monitor the standard of the close cleaning