

# Complaints & Compliments 2021/2022:

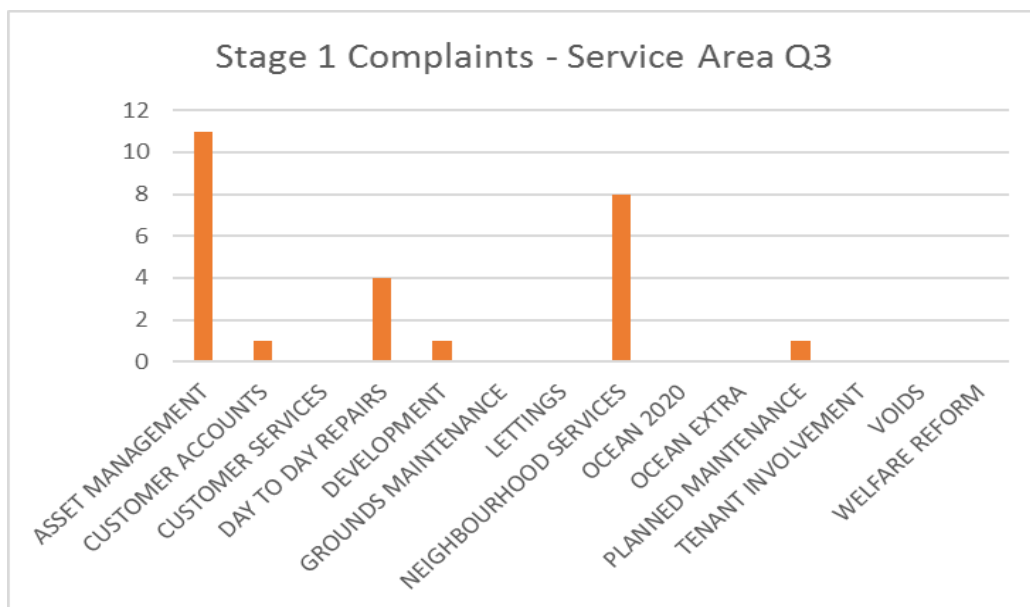
## Quarter 3

*\*\*Confidential\*\**

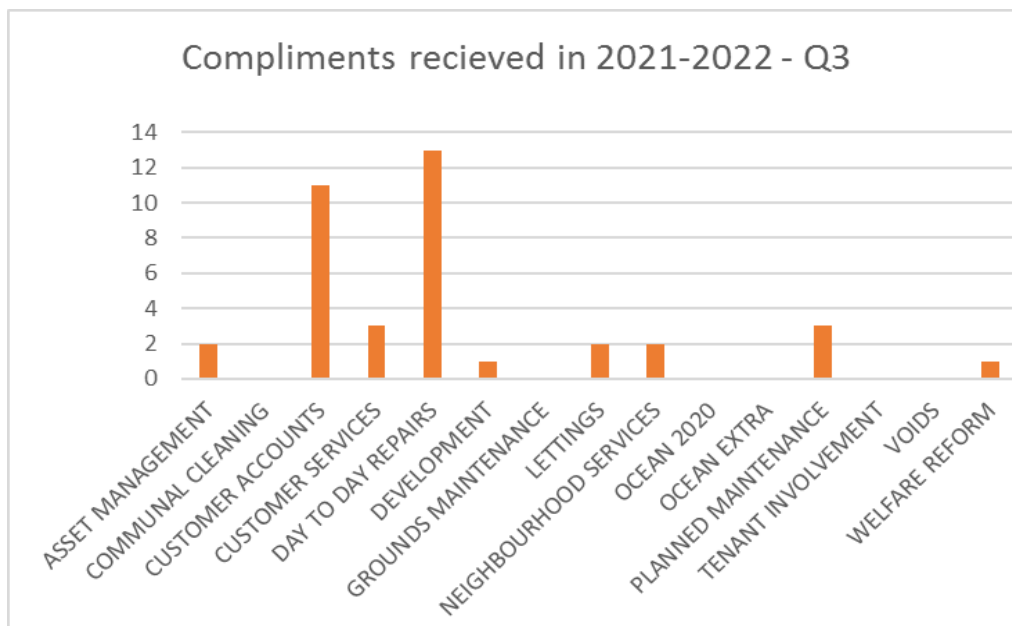
This report reviews complaint and compliment data for Quarter 3 (October 2021 – December 2021).

### 1. Quarter 3 summary of complaints and compliments received

#### Complaints received by service area



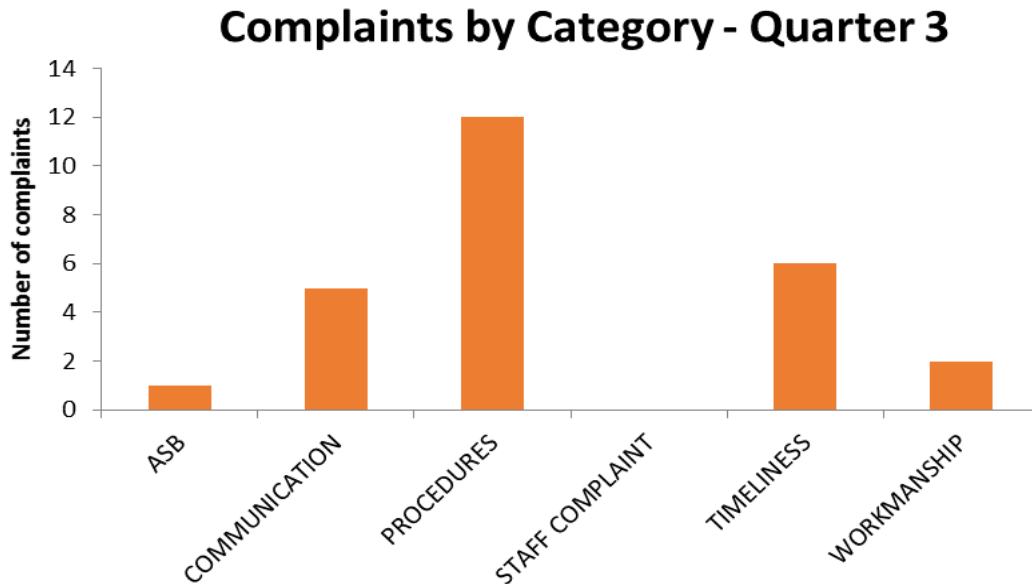
#### Compliments received by service area



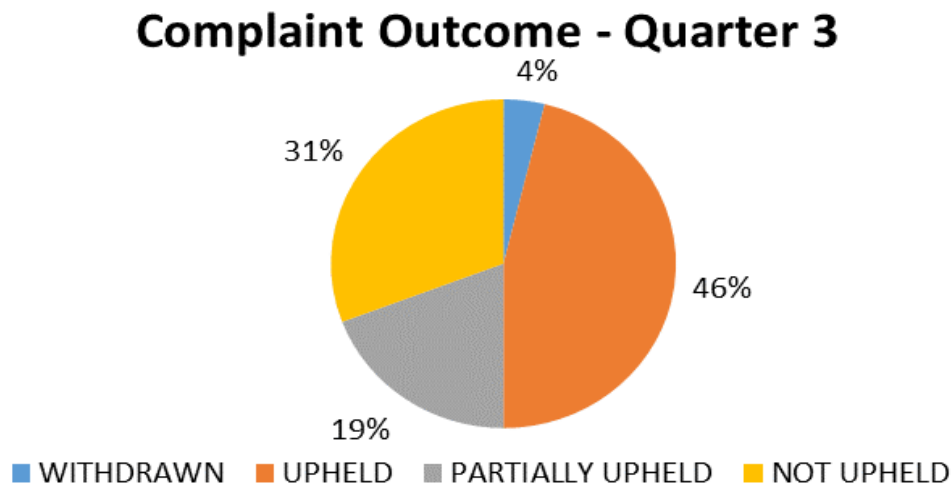
## 2. Stage 1 Complaints

There were 26 complaints received during Quarter 3, which is a small decrease from the 28 complaints received in Quarter 2, 2020-21.

### Complaints by category



### Complaint Outcome



46% of complaints were upheld which is comparable to previous quarters and year to date.



### 3. Timeliness of complaint response

Timeliness of complaint	Q3
Within service standard	22
Outside service standard	3
Ongoing	1
<b>Total</b>	<b>26*</b>

\*1 complaint was withdrawn

22 complaint responses were completed within our published timescale, which equates to 88%. This is just below our target of 90%.

### 4. Complaint Investigation forms

During Quarter 3, 19% of complaint investigation forms were completed and returned. This is a very low return and needs to be a priority for all staff who complete complaint responses.

An example of some of the actions is listed in the table below.

Key Findings	Actions Taken
<ul style="list-style-type: none"> <li>Poor communication</li> </ul>	Written apology and working with the tenant on site to resolve the issue
<ul style="list-style-type: none"> <li>Poor communication</li> </ul>	<p>Written Apology with details of timescales of Planned Maintenance works.</p> <p>Arranged kitchen survey and Energy Assessment.</p>

### 5. Compensation

During Quarter 3, compensation was offered as part of one stage 1 complaint response for the sum of £100 and one stage 2 complaint response for a sum of £150.

Quarter	Compensation amount
Q1	A total of £250 of compensation was paid to two tenants.
Q2	A total of £450 of compensation was paid to three tenants.
Q3	A total of £250 of compensation was paid to two tenants.



Q4	N/A
<b>Total</b>	<b>£950 YTD</b>

## 6. Stage 2 Complaints

Three complaints were escalated to Stage 2 during Quarter 3. These involved the following issues:

- Heating and compliance appointments.
- Timeliness of a window repair
- Information provided by member of staff on a vacant property.

## Stage 3 Complaints

No complaints were escalated to Stage 3 during Quarter 3.

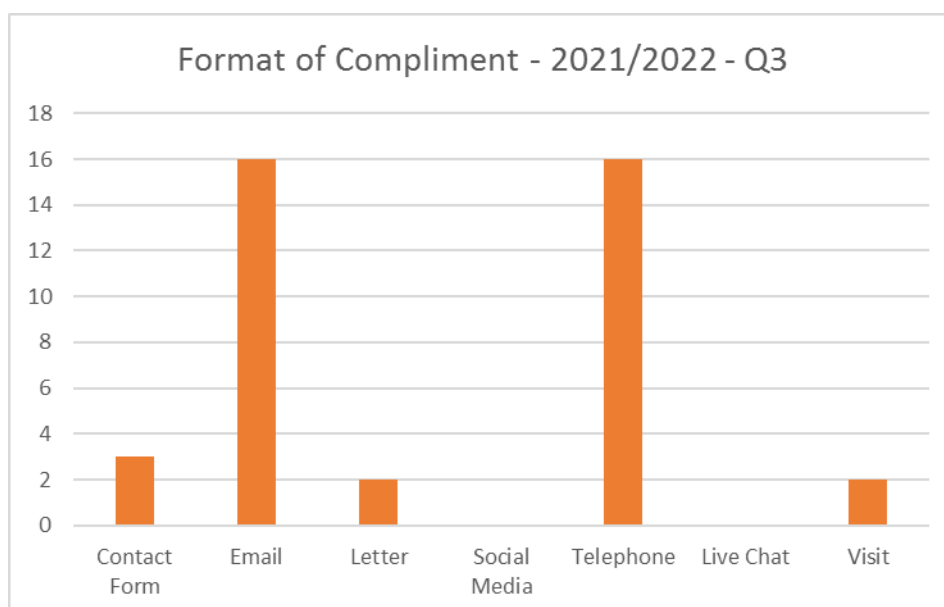
## 7. Housing Ombudsman Complaints

There were no complaints referred to the Housing Ombudsman in this quarter.

## 8. Compliments

There were 40 compliments received during Quarter 3. This a small increase from the 37 compliments received in Q2, 2020/2021.

The common formats our customers use to give compliments are shown in the graph below.



Examples of compliments received:

- Just wanted to say that I had two new smoke alarms fitted yesterday and I was very impressed with the workman who came to do it, he came to the door and said I'll just get some overshoe covers to put on, he put down a covering to catch any mess (which there wasn't much), job well done thank you.
- Tenant called in to give her thanks to Jared, a Carpenter who attended on OOH's yesterday to her bath taps that kept running. The tenant said the OOH team had someone to her within the hour and she said that she was relieved when we attended. The tenant said she would like to give a thank you to all departments and that we are all doing a wonderful job.
- We are sending this e-mail to praise Kate Milton. Our mutual exchange got very stressful and confusing at times but Kate has always endeavoured to answer our questions and get back to us as soon as she could with answers.
- I would like to say I love where I am living, it is amazing and I never want to move. It is the best place I have ever lived. Thank you again for giving me this amazing flat.

