

Complaints & Compliments 2021/2022:

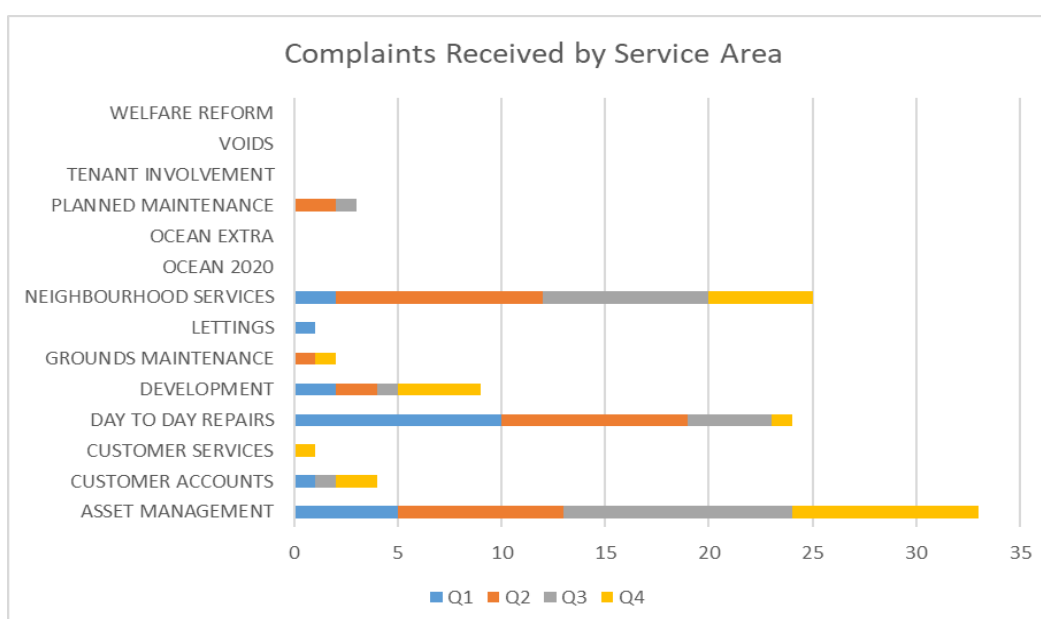
Quarter 4

This report reviews complaint and compliment data for Quarter 4 (January – March 2022).

1. Quarter 4 summary of complaints and compliments received

Complaints received by service area

Service Area	Q1	Q2	Q3	Q4	YTD
ASSET MANAGEMENT	5	8	11	9	33
CUSTOMER ACCOUNTS	1	0	1	2	4
CUSTOMER SERVICES	0	0	0	1	1
DAY TO DAY REPAIRS	10	9	4	1	24
DEVELOPMENT	2	2	1	4	9
GROUNDS MAINTENANCE	0	1	0	1	2
LETTINGS	1	0	0	0	1
NEIGHBOURHOOD SERVICES	2	10	8	5	25
OCEAN 2020	0	0	0	0	0
OCEAN EXTRA	0	0	0	0	0
PLANNED MAINTENANCE	0	2	1	0	3
TENANT INVOLVEMENT	0	0	0	0	0
VOIDS	0	0	0	0	0
WELFARE REFORM	0	0	0	0	0
Total	21	32	26	23	102



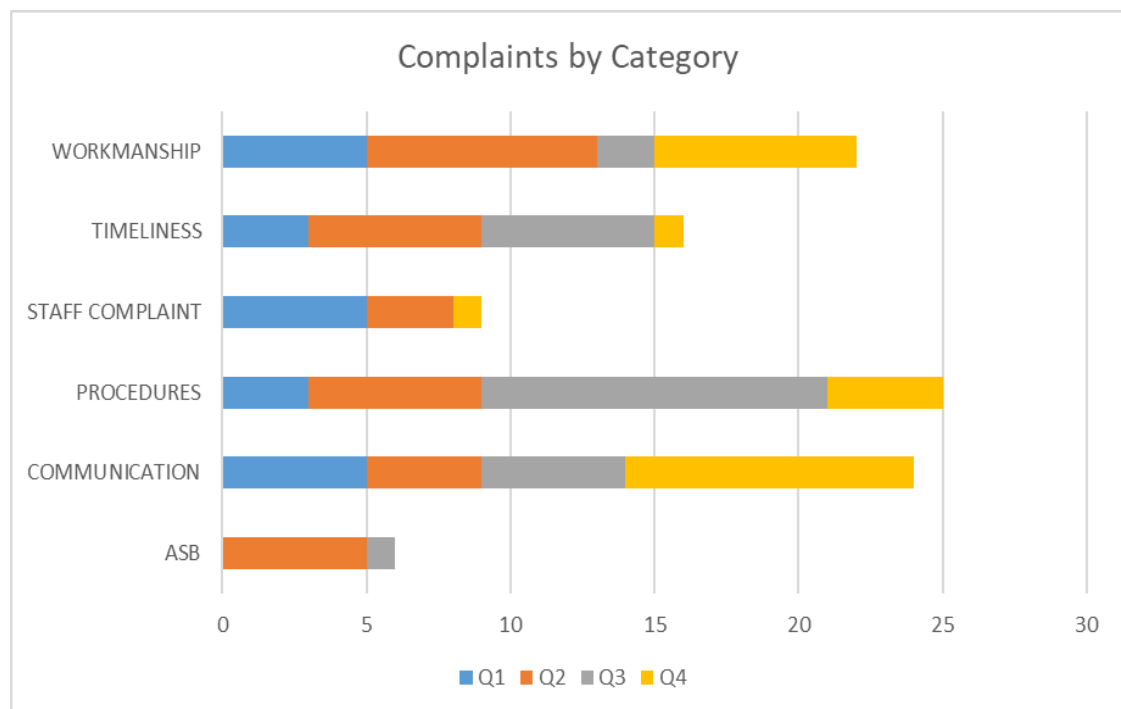
2. Stage 1 Complaints

There were 23 complaints received during Quarter 4, which is a small decrease from the 26 complaints received in Quarter 3, 2021-2022 and a continuation of similar complaint recording levels seen throughout the year.

There were a total of 102 stage 1 complaints recorded in 2021-22 which is a 17% reduction on the number recorded in 2020-21.

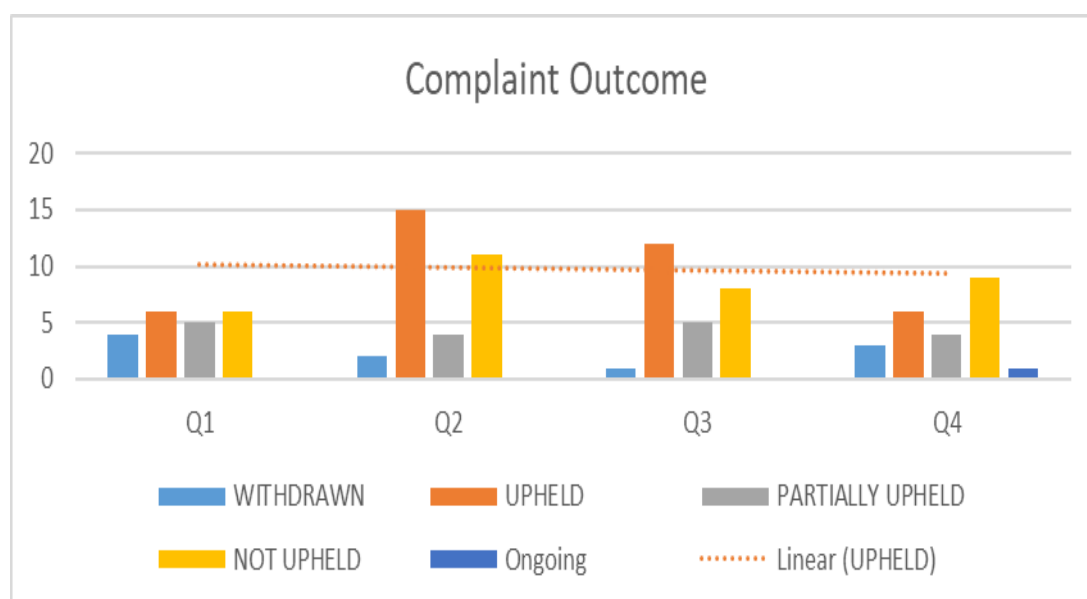
Complaints by category

Complaint Category	Q1	Q2	Q3	Q4	YTD
ASB	0	5	1	0	6
COMMUNICATION	5	4	5	10	24
PROCEDURES	3	6	12	4	25
STAFF COMPLAINT	5	3	0	1	9
TIMELINESS	3	6	6	1	16
WORKMANSHIP	5	8	2	7	22
Total	21	32	26	23	102



Complaint Outcome

Complaint Outcome	Q1	Q2	Q3	Q4	YTD
WITHDRAWN	4	2	1	3	10
UPHELD	6	15	12	6	39
PARTIALLY UPHELD	5	4	5	4	18
NOT UPHELD	6	11	8	9	34
Ongoing	0	0	0	1	1
Total	21	32	26	23	102



32% of complaints were upheld in Q4, which is a decrease from the 48% of complaints upheld in Q3.

3. Timeliness of complaint response

Timeliness of complaint	Q4
Withdrawn	3
Within service standard	15
Outside service standard	4
Ongoing	1
Total	23

15 complaint responses were completed within our published timescale and 3 were withdrawn which equates to 82%. This is below our target of 90% however, 3 of the 4 complaints were extended to allow for further investigation to be completed.



4. Complaint Investigation forms

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

Key Findings	Actions Taken
Poor communication	Written apology and an explanation of the process
Poor communication	Phone call and apology

5. Stage 2 Complaints

Two complaints were escalated to Stage 2 during Quarter 4 which involved the following issues:

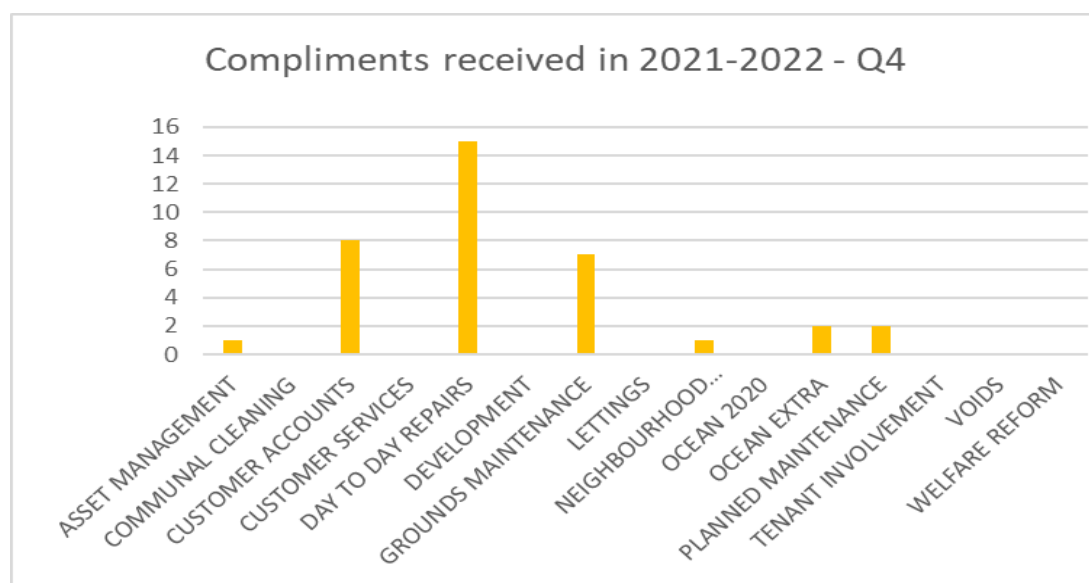
- Property condition
- Suggested data breach

6. Housing Ombudsman Complaints

We received one complaint referred from the Housing Ombudsman in this quarter that concerned the handling of the resident's reports of a suggested data breach and ASB.

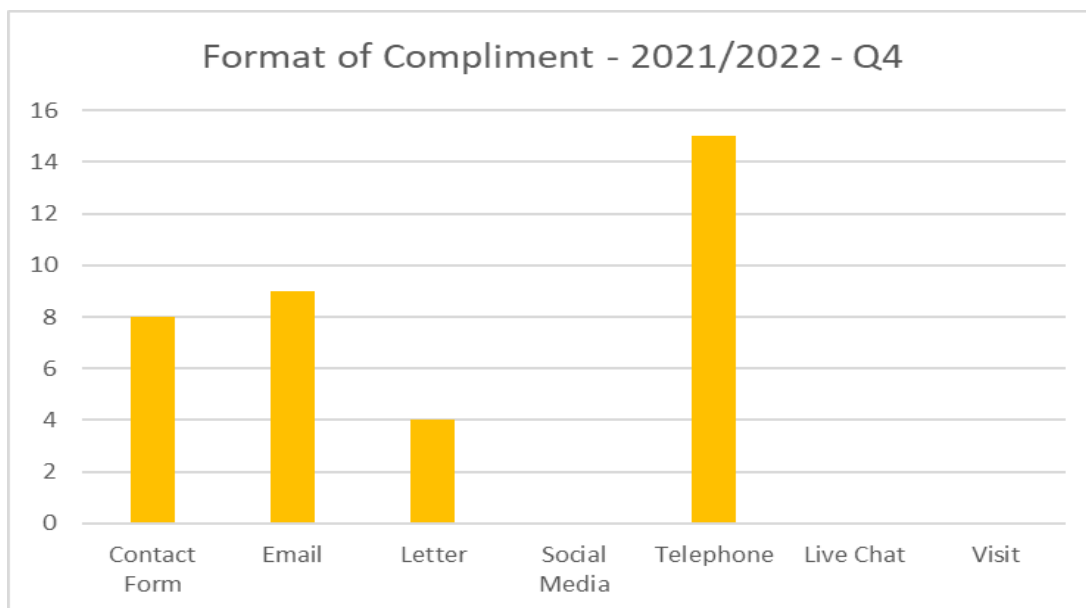
7. Compliments

There were 36 compliments received during Quarter 4. This a small decrease from the 40 compliments received in Q3, 2021/2022.



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





Examples of compliments received:

- You're an absolute star! Thank you so much for everything you have done!
- Tenant called to say how happy she was with the repairs service.
- Ian who attended today has done a fantastic job, he was out for a Gas Safety Check, but he sorted out her fence that had fallen down during the storm that was very dangerous for her. She was almost in tears at the upstanding service.
- The workmen came and cleared the area and it was raining but that did not deter them.

