

Complaints & Compliments 2022/2023:

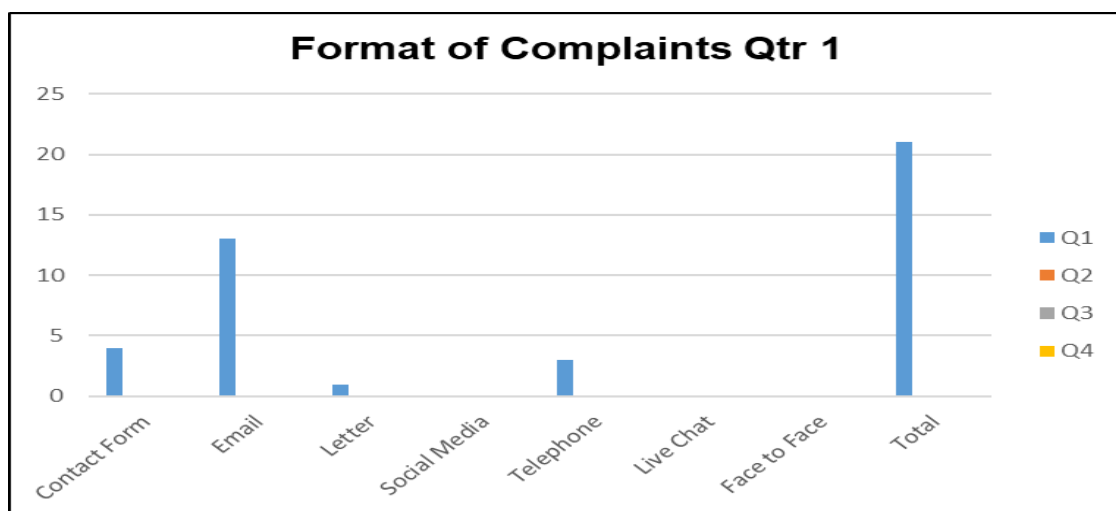
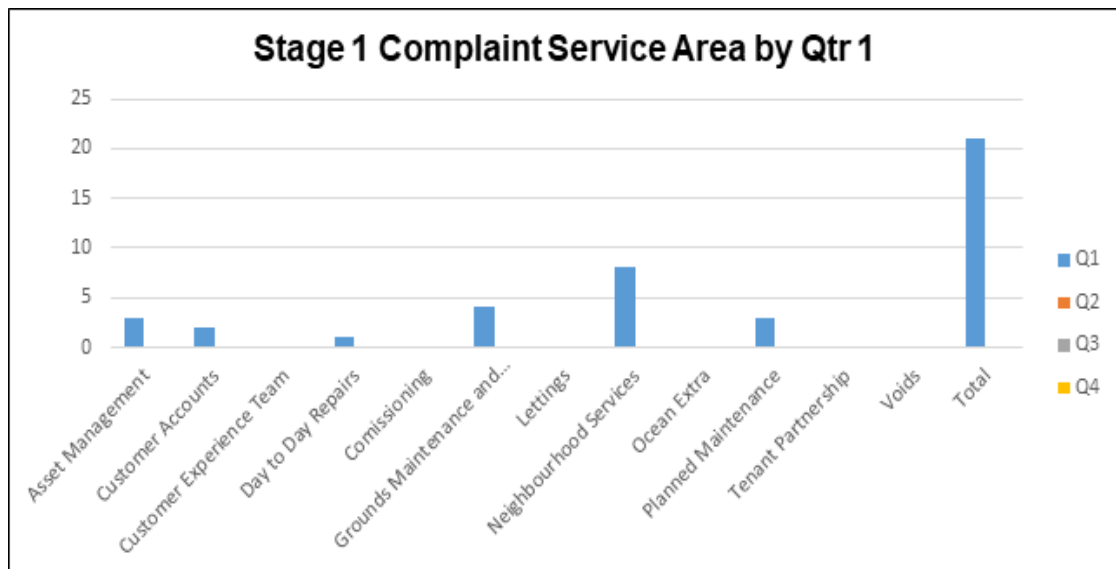
Quarter 1

This report reviews complaint and compliment data for Quarter 1 (April 2022 – June 2022)

1. Stage 1 Complaints

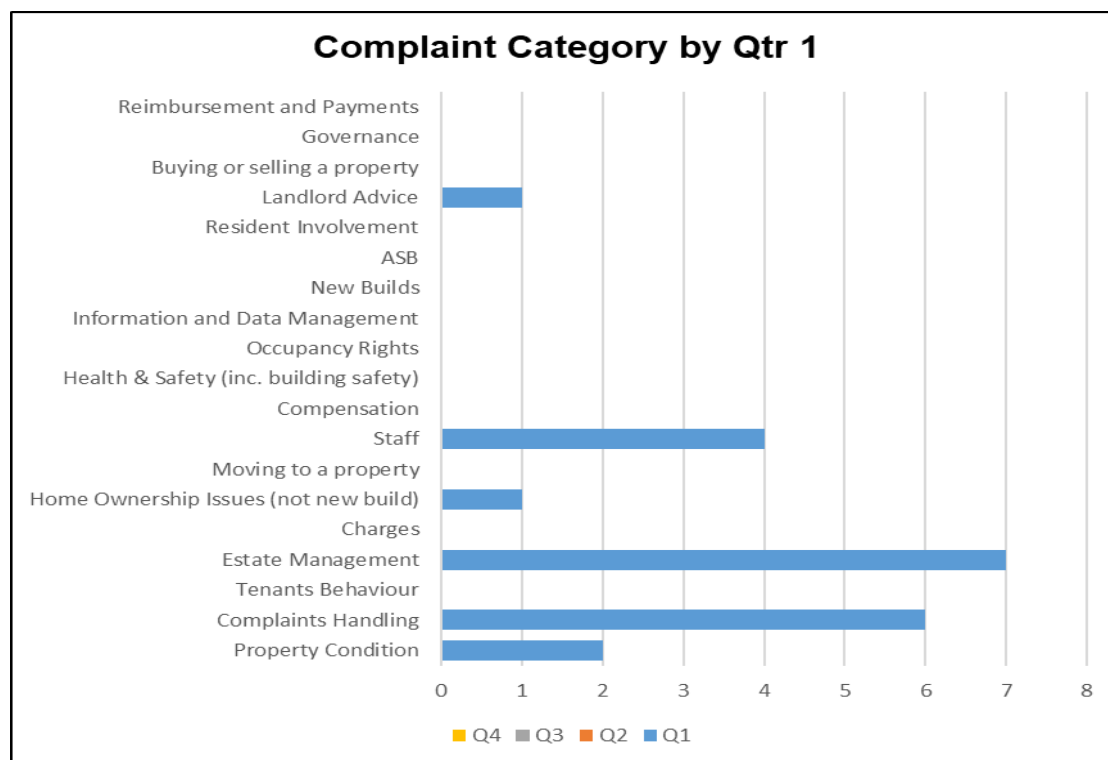
There were 21 complaints received in Q1. This is a small decrease from the 23 complaints received in Q3, but the same as recorded in Q1 2021/2022 which suggests that complaint recording levels are in line with previous years.

The second chart below shows how stage 1 complaints were received in Q1 with the majority being made by email through our help@oceanhousing.com customer facing email address.



Complaints by category

There are now 19 categories against which to register a complaint compared to the six used for previous data capture. A breakdown of complaint by category is shown on the graph below.

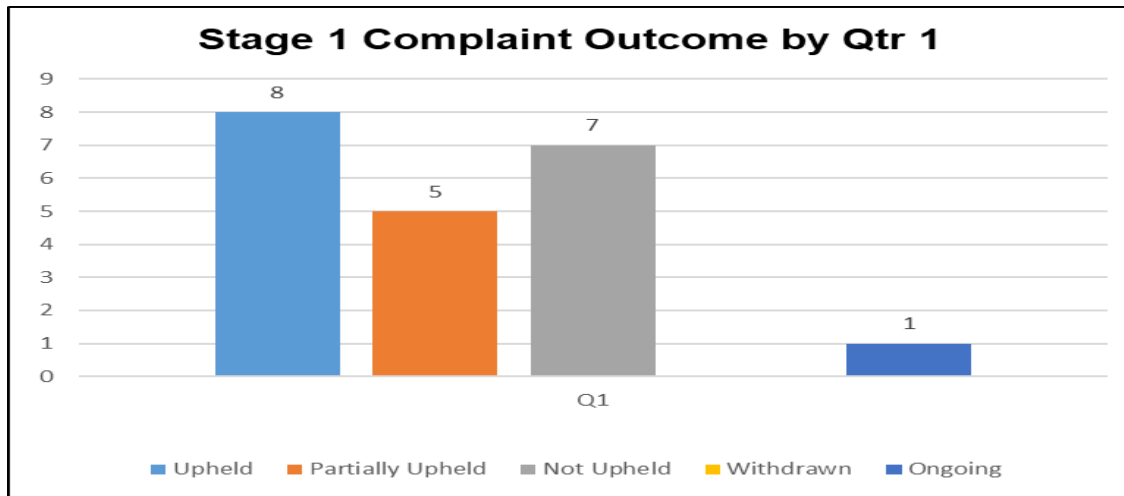


Complaint Outcome

38% of complaints were upheld in Q1. While we saw a small increase of upheld and partially upheld complaints in this quarter, it is closely tracking historic patterns of determination over previous years.

2021/2022	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	38%	21%	25%	17%	0%	8%	24
Q2	47%	13%	34%	6%	0%	19%	32
Q3	46%	19%	31%	4%	0%	19%	26
Q4	29%	21%	38%	13%	0%	21%	24
2022/2023	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	38%	24%	33%	0%	5%	29%	21
Q2							
Q3							
Q4							

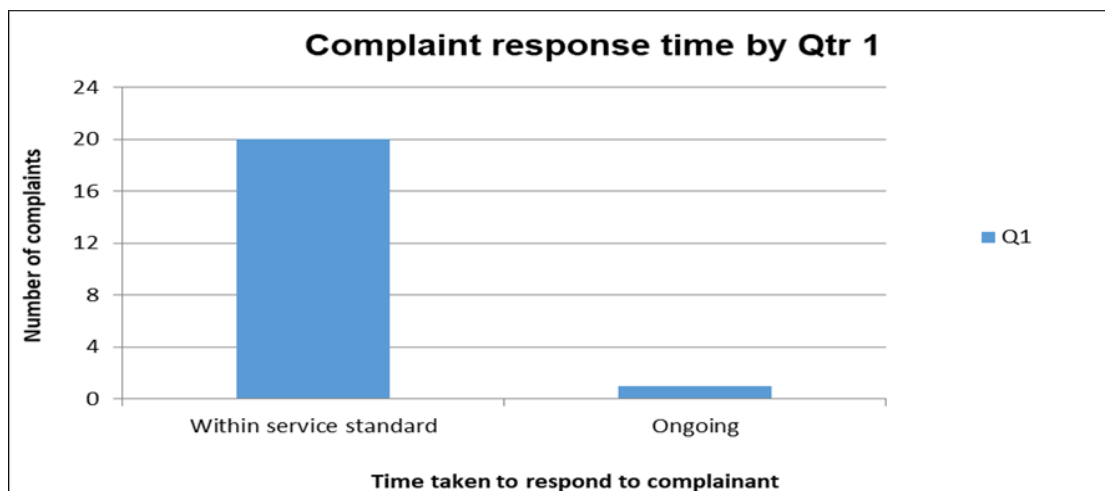




2. Timeliness of complaint response

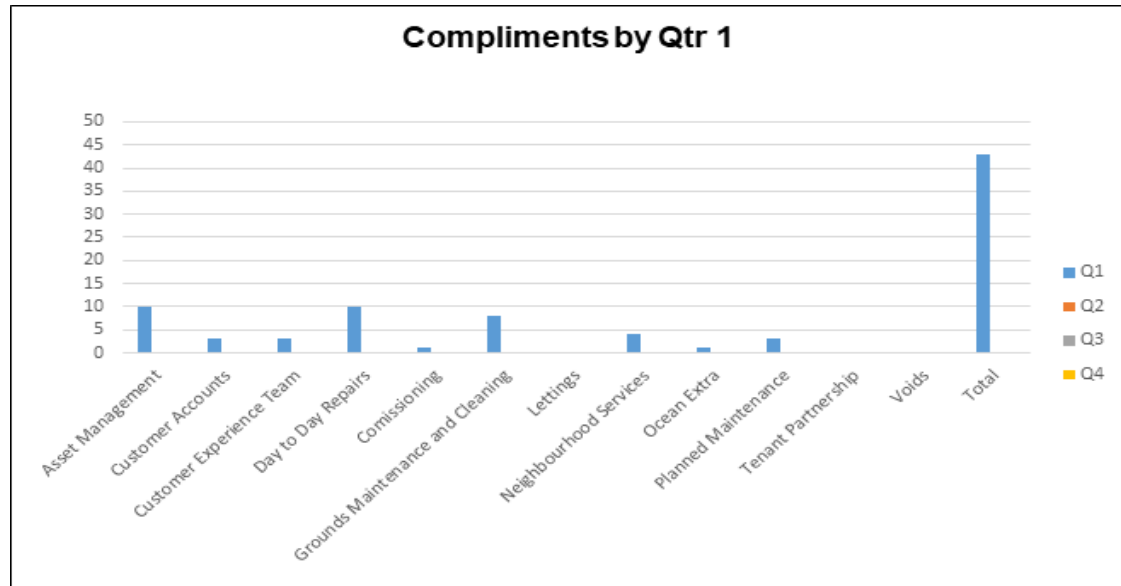
It has been a positive start to the year with all complaints received this quarter, responded to within our published timescales. One complaint remains outstanding which is being held open at the request of the tenant until agreed works are complete.

Timeliness of complaint	Q1	Q2	Q3	Q4	YTD	YTD as %
Within service standard	20				20	95%
Outside service standard	0				0	0%
Ongoing	1				1	5%
Total	21				21	



3. Compliments

There were 43 compliments received in Q1 which is an increase of seven when compared with Q4 2021/2022 and an increase of five from the same time last year.



Examples of compliments received:

Service Area	Compliment
Grounds Maintenance	Really good to see the Cleaning Team have recovered and are back at work. Delighted that they were able to ' blitz ' our block, as the painters have finished (all looking rather splendid with the new colour scheme). Thank you.
Neighbourhoods	Mr P was incredibly happy with the work completed and for helping him earlier this week when the staff member went above and beyond trying to settle an issue he has had with a utility bill, spending one and a half hours on the phone trying to help him out.
Planned Maintenance	Tenant was very happy with their new kitchen, which was installed in a 3 day turnaround. Brilliant fit and finish. The work was carried out professionally and to highest standard.
Customer Experience	The Customer Experience team have always answered my call very quickly and are very polite. Amazing service, especially knowing how much they have to deal with



4. Overall Feedback Comparison

Below is a table and graph showing data for both compliments and complaints for each area of the business year to date.

Compliments Vs Complaints	Complaints YTD	Compliments YTD
Asset Management	3	10
Customer Accounts	2	3
Customer Experience Team	0	3
Day to Day Repairs	1	10
Commissioning	0	1
Grounds Maintenance and Cleaning	4	8
Lettings	0	0
Neighbourhood Services	8	4
Ocean Extra	0	1
Planned Maintenance	3	3
Tenant Partnership	0	0
Voids	0	0
Total	21	43

