

# Complaints & Compliments 2022/2023:

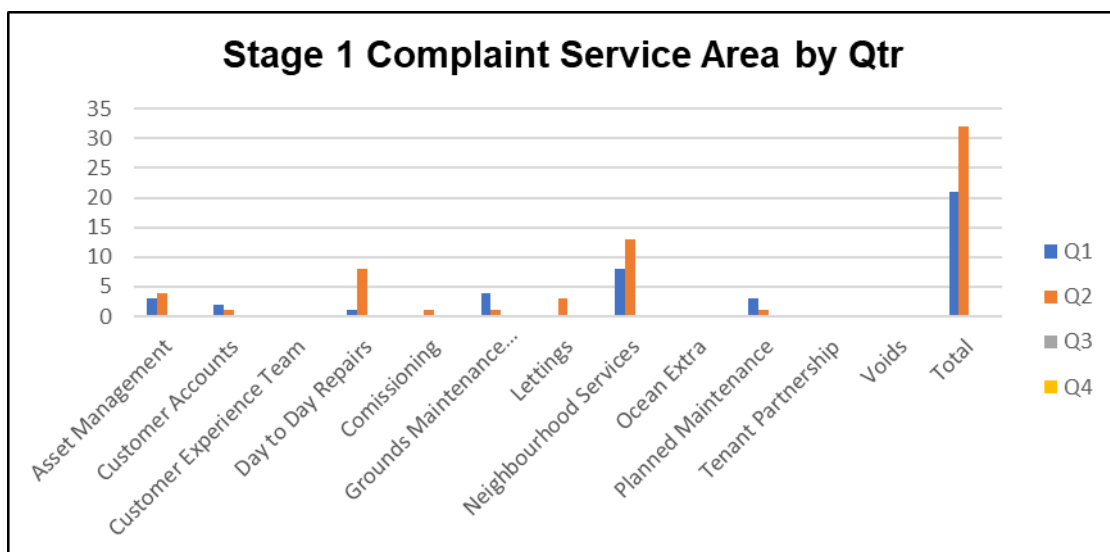
## Quarter 2

*\*\*Confidential\*\**

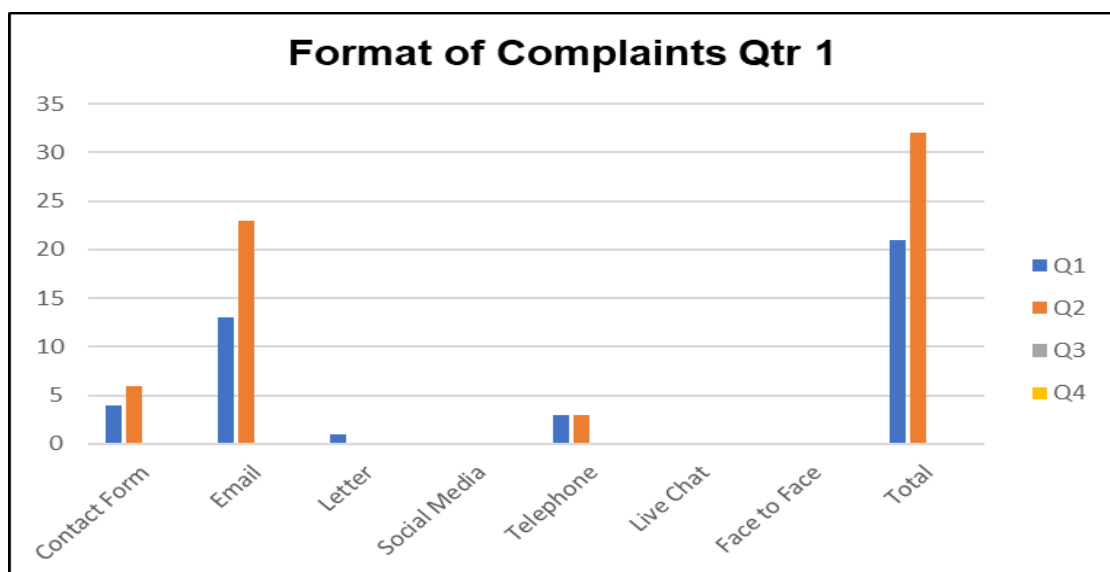
This report reviews complaint and compliment data for Quarter 2 (July 2022 – September 2022)

### 1. Stage 1 Complaints

There were 32 complaints received in Q2 which is an increase on the last quarter, but the same as Q1 2021.

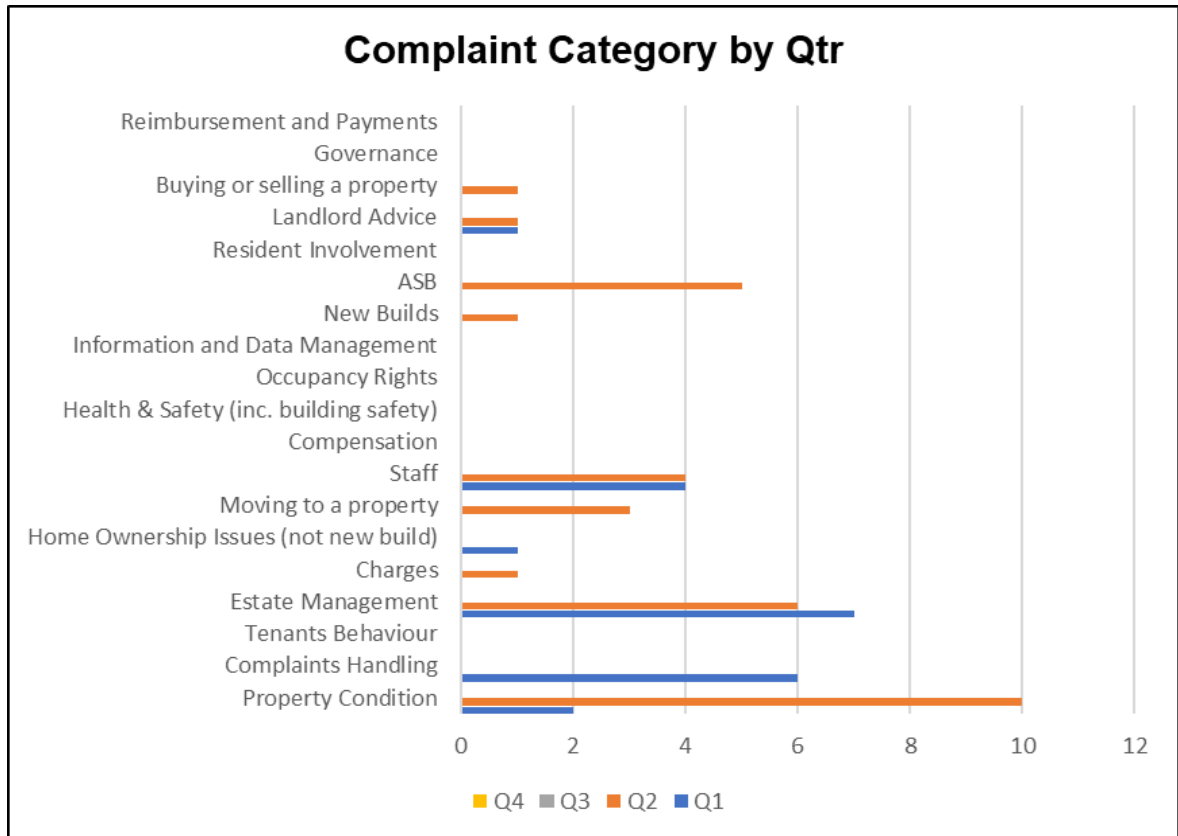


The chart below shows how stage 1 complaints were received in Q2 with the majority being made by email through our [help@oceanhousing.com](mailto:help@oceanhousing.com) customer facing email address, or our website contact form.



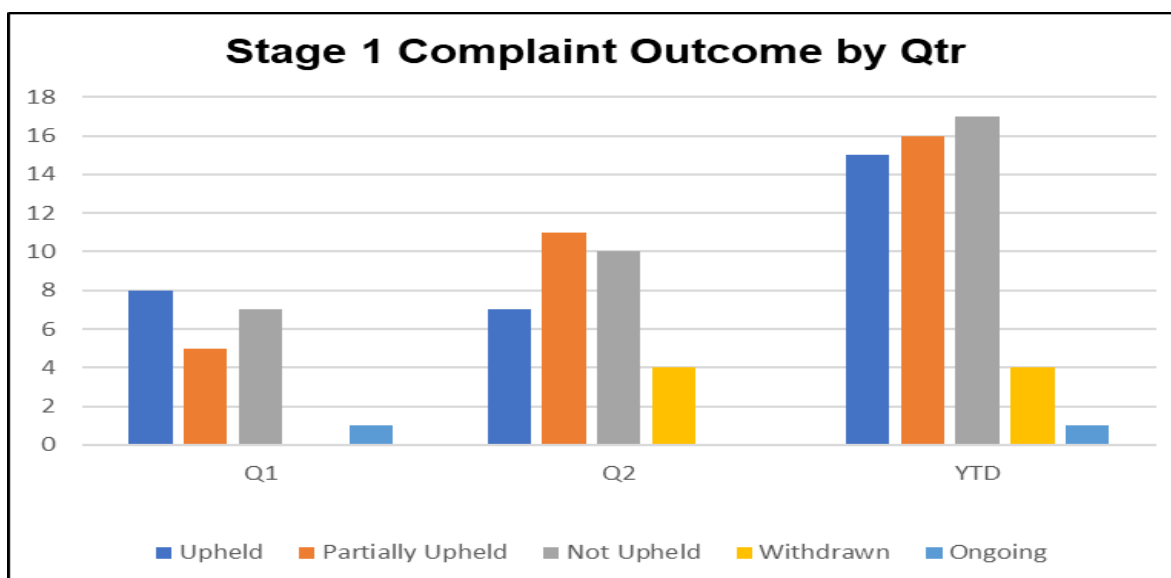
## 1. Complaints by category

Categorisation of complaints has improved this quarter with more detailed root cause analysis resulting in a reduction in the use of the “complaints handling” category and an increase in “property condition”.



2021/2022	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total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2022/2023	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total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	22%	34%	31%	13%	0%	19%	32





## 2. Timeliness of complaint response

Q2 saw all but one complaint being answered within our published timescales.

The one complaint answered outside of timescale was due to a breakdown in the new automated complaints process our computer system, which has now been rectified and resolved.

Timeliness of complaint	Q1	Q2	Q3	Q4	YTD	YTD as %
Within service standard	20	31	0	0	51	96%
Outside service standard	1	1	0	0	2	4%
Ongoing	0	0	0	0	0	0%
<b>Total</b>	<b>21</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>53</b>	

## Complaint Investigation forms

100% of complaint investigation forms were completed in Q2.

Investigation Forms Returned	Q1	Q2	YTD
Stage 1 Complaints Received	21	32	53
Review Forms Returned	20	28	48
Complaint Withdrawn	0	4	4
Form Outstanding	1	0	1
%	95%	100%	97.5%

### 3. Stage 2 Complaints

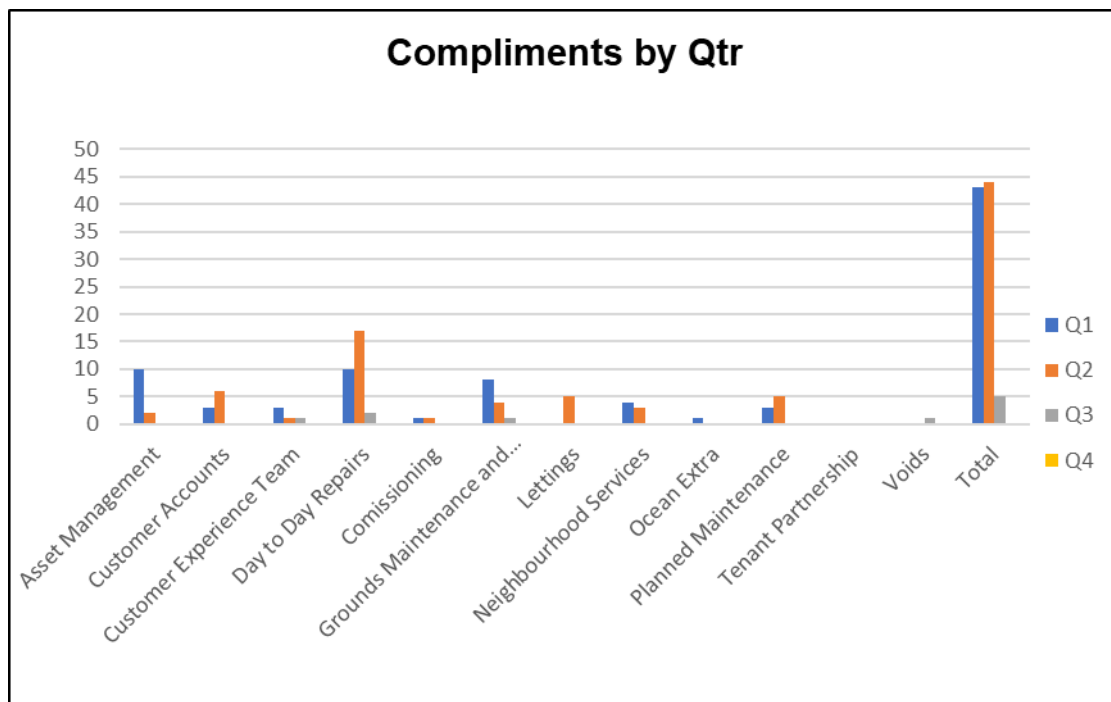
Six complaints were escalated to Stage 2 in Quarter 2.

### 4. Housing Ombudsman Complaints

There have been no complaints referred to the Housing Ombudsman in Q2.

### 5. Compliments

There were 44 compliments received in Q2 which is an increase of one when compared with Q1 2022/2023 and an increase of eight from the same time last year.



Despite our complaints stats remaining consistent with the previous year, compliments received are on the rise.

### 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	7	12
Customer Accounts	3	9
Customer Experience Team	0	5
Day to Day Repairs	9	29
Comissioning	1	2
Grounds Maintenance and Cleaning	5	13
Lettings	3	5
Neighbourhood Services	21	7
Ocean Extra	0	1
Planned Maintenance	4	8
Tenant Partnership	0	0
Voids	0	1
<b>Total</b>	<b>53</b>	<b>92</b>

