

# Complaints & Compliments 2022/2023:

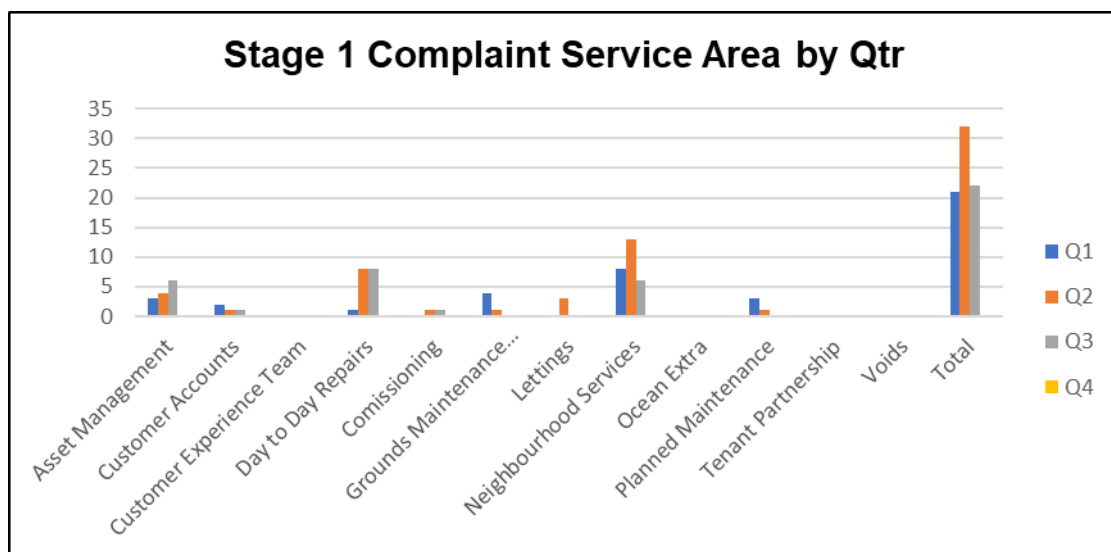
## Quarter 3

*\*\*Confidential\*\**

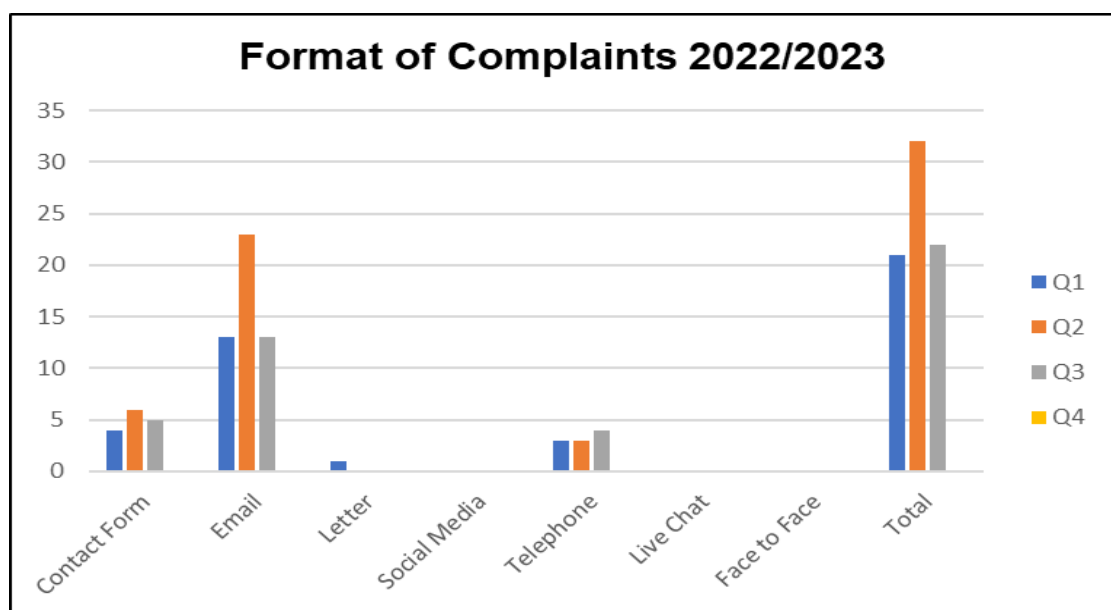
This report reviews complaint and compliment data for Quarter 3 (October 2022 – December 2022)

### 1. Stage 1 Complaints

There were 22 complaints received in Q3 which is a large decrease on the last quarter, and a decrease when compared with Q3 2021 at 26.

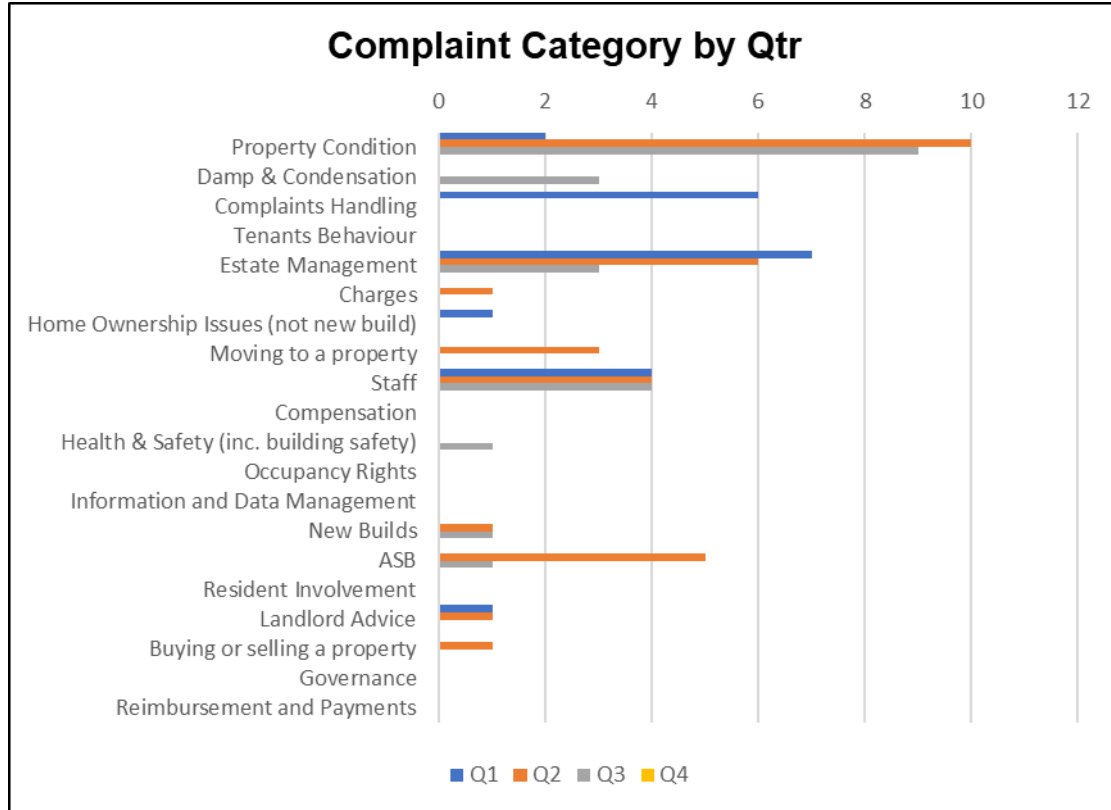


The chart below shows how stage 1 complaints were received in Q3 with the majority being made by email through our [help@oceanhousing.com](mailto:help@oceanhousing.com) customer facing email address, or our website contact form.



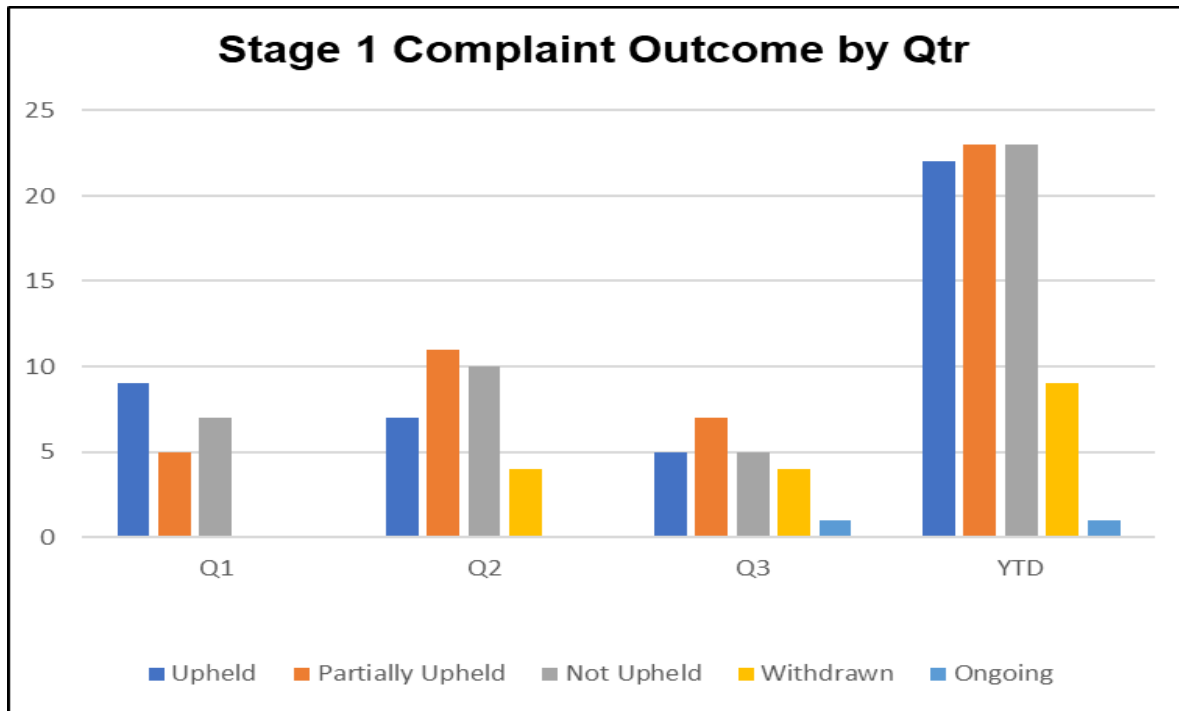
## 1. Complaints by category

Property Condition is the largest complaint category this quarter. Followed by Estate Management and Damp, Mould and Condensation.



2021/2022	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total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2022/2023	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total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
Q3	22%	32%	23%	18%	5%	14%	22





## 2. Timeliness of complaint response

Q3 saw all but one complaint being answered within our published timescales.

Timeliness of complaint	Q1	Q2	Q3	Q4	YTD	YTD as %
Within service standard	20	31	21	0	51	96%
Outside service standard	1	1	1	0	3	4%
Ongoing	0	0	0	0	0	0%
<b>Total</b>	<b>21</b>	<b>32</b>	<b>22</b>	<b>0</b>	<b>54</b>	

## 3. Complaint Investigation forms

100% of complaint investigation forms were completed in Q3.

Investigation Forms Returned	Q1	Q2	Q3	YTD
Stage 1 Complaints Received	21	32	22	75
Review Forms Returned	21	28	21	70
Complaint Withdrawn	0	4	4	8
Form Outstanding	1	0	0	1
%	95%	100%	100%	99%



#### 4. Stage 2 Complaints

Five complaints were escalated to Stage 2 in Q3.

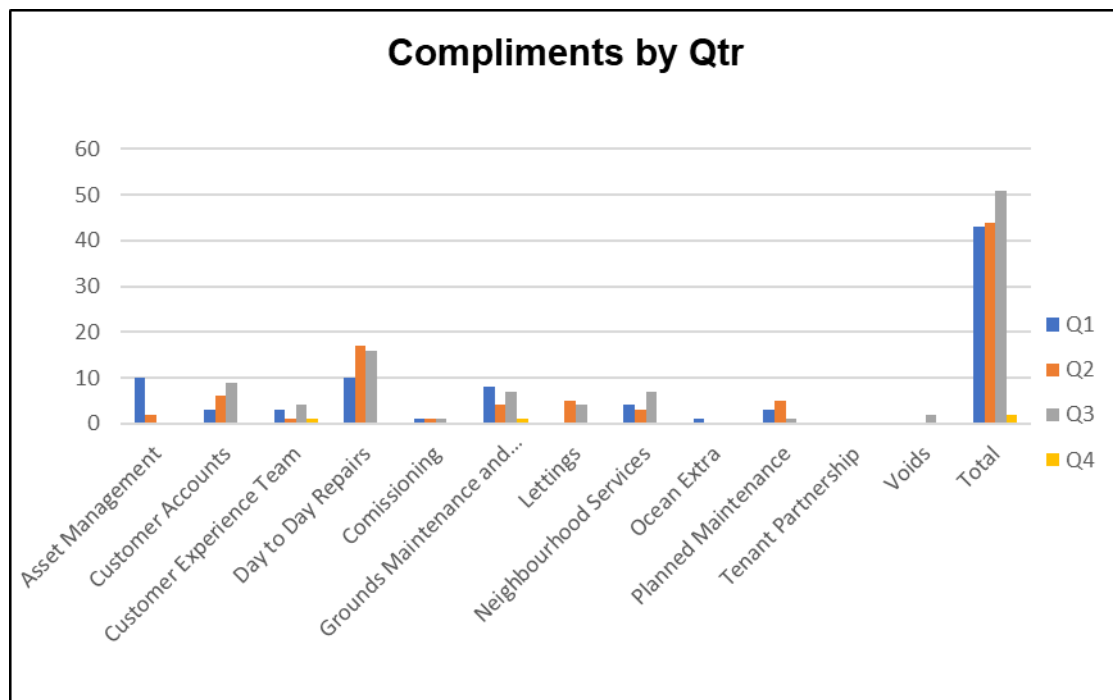
#### 5. Housing Ombudsman Complaints

There have been no complaints referred to the Housing Ombudsman in Q3.

There have been no determinations received in Q3.

#### 6. Compliments

There were 51 compliments received in Q3 which is a high for the year so far, and by far the most we have recorded when comparing with historic data.



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

#### 7. 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.



<b>Compliments Vs Complaints</b>	<b>Complaints YTD</b>	<b>Compliments YTD</b>
Asset Management	13	12
Customer Accounts	4	18
Customer Experience Team	0	9
Day to Day Repairs	18	43
Commissioning	2	3
Grounds Maintenance and Cleaning	5	20
Lettings	3	9
Neighbourhood Services	27	14
Ocean Extra	0	1
Planned Maintenance	4	9
Tenant Partnership	0	0
Voids	0	2
<b>Total</b>	<b>76</b>	<b>140</b>

