

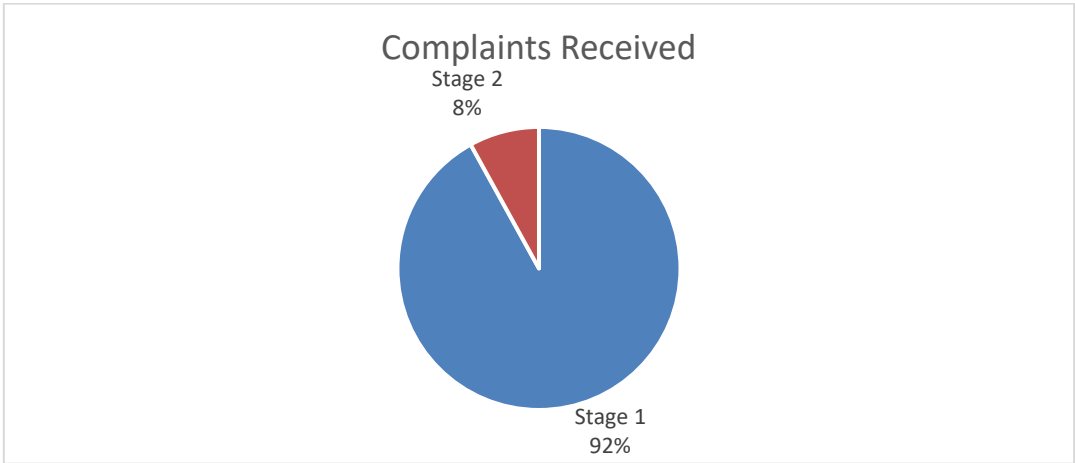
Complaints and Praise Analysis 2024/25

Report by Mary Hargreaves, Digital Services Officer – for information

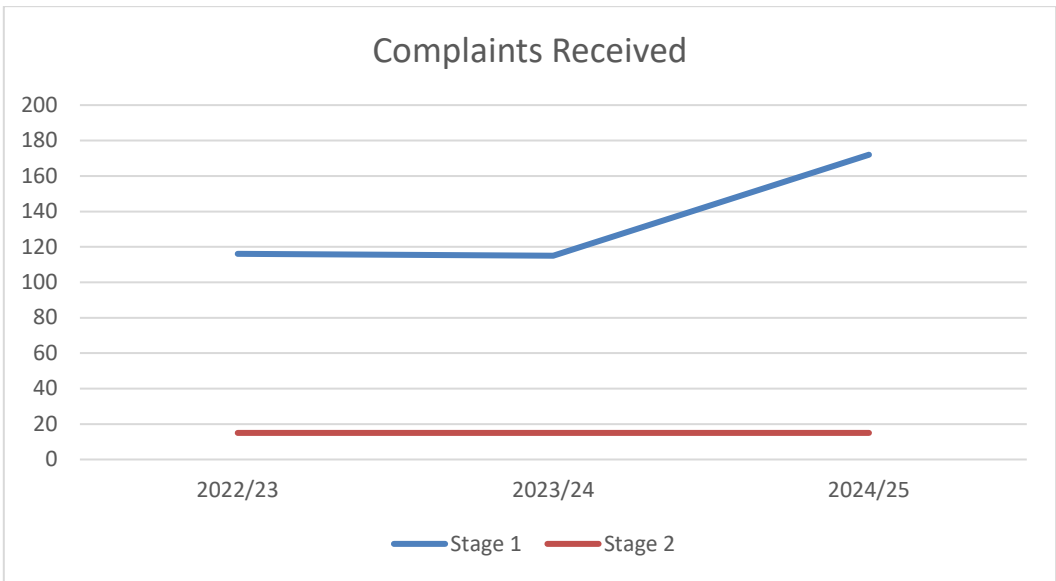
1.0 Complaints Received

Over the year, 173 Stage 1 and 16 Stage 2 complaints were received. Three Stage 1 complaints and one Stage 2 complaint were carried into the reporting year from 2023/24, and one Stage 1 complaint and three Stage 2 complaints were carried over into 2025/26.

The graph below shows complaints split into Stage 1 and Stage 2.

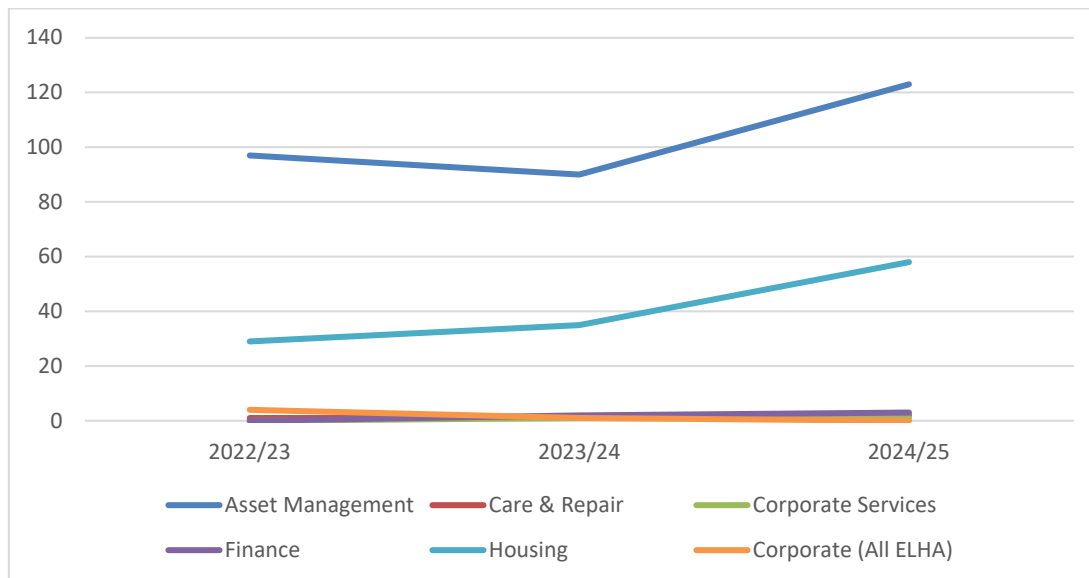


Trend Analysis for cases received for the last three years:



1.1 Complaints by Department

The graph below shows the number of complaints dealt with by each department for the last three years.

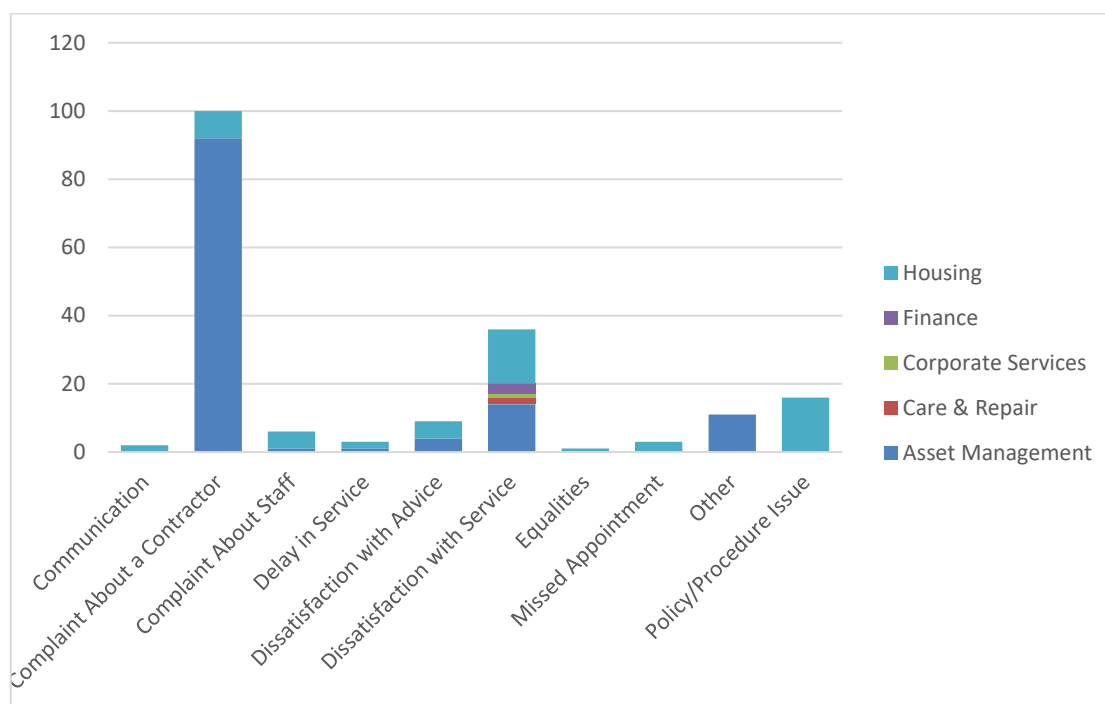


1.2 Trend Analysis

It is clear that while the number of Stage 2 complaints has remained the same over the last three years, the Stage 1 complaints have increased significantly. As can be seen from the above graph, the increase is spread over mainly Asset Management and Housing, although Care & Repair and Finance also had small increases.

2.0 Types of Complaints

The graph overleaf gives a breakdown of complaints recorded for each department in 2024/25. These include Stage 1 and Stage 2 complaints.



2.1 Trend Analysis

Complaint about a contractor is consistently the most reported type of complaint, and this mainly corresponds to repair contractors, although some complaints about communal maintenance contractors have also been received. The proportion of complaints being about a contractor has increased: in 2023/24, 36% of all complaints received were complaints about a contractor, but in 2024/25 54% of all complaints received were about a contractor.

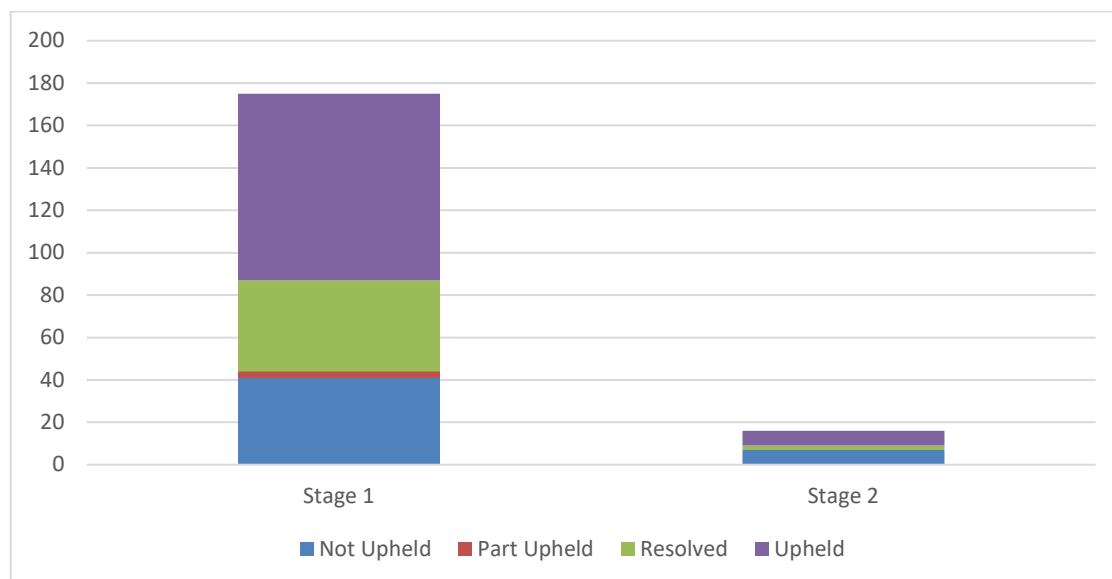
Also increased were policy/procedure complaints, following the introduction of the requirement to pay rent by Rent Collector to receive a Gold Key Tenant discount. In 2023/24 7% of complaints were about Policy/Procedure issues, and this increased to 8.5% in 2024/25.

As the overall increase in complaints was 59, the increase in complaints about a contractor (an additional 55 complaints) and complaints about policy/procedure (an additional 7 complaints), more than cover the unexpected increase during 2024/25.

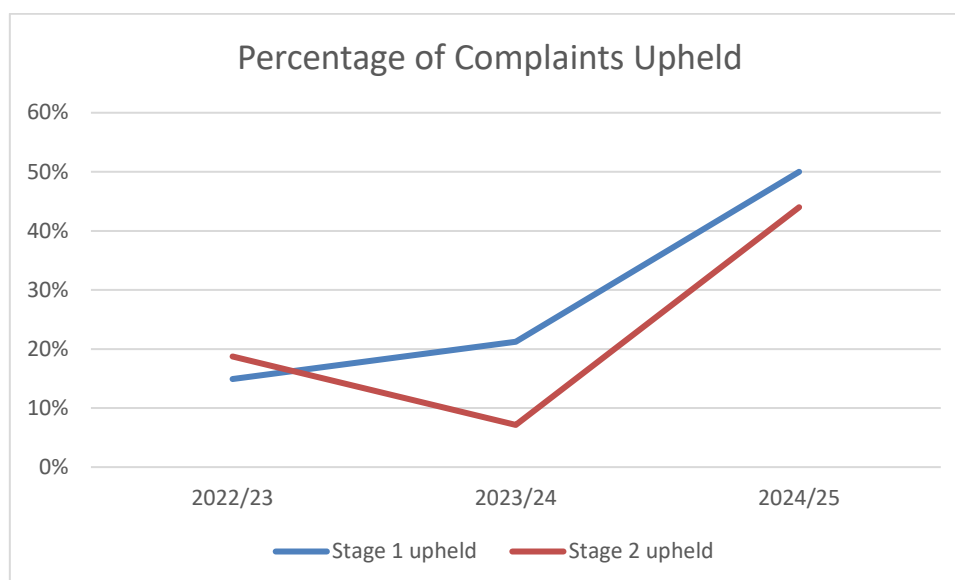
3.0 Outcomes

All of the complaints received during 2024/25, and the complaints carried into the reporting period from 2023/24, were responded to in full (RIF) during the reporting period, with the exception of the four cases which were carried over the year end and will be responded to in full during Quarter 1 of 2025/26.

Please note that from this point on, the reporting is using data from the complaints which were completed during the year, and as such includes complaints carried in from the previous reporting year, and excludes complaints which were still in progress at the year end.



3.1 Trend Analysis



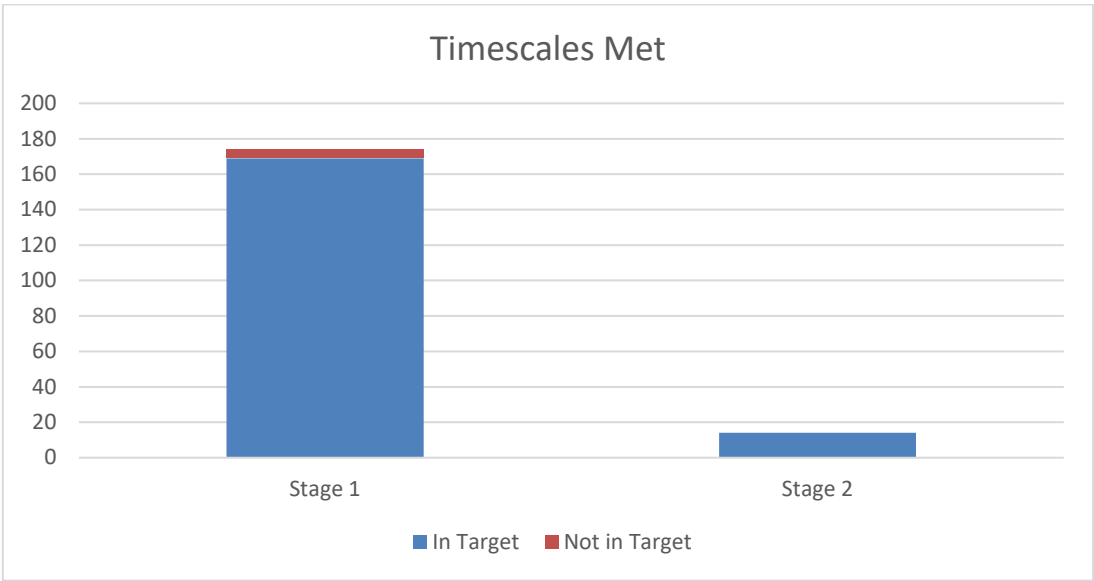
Of note is that fact that while complaints about a contractor make up 53% of all complaints, they account for 69% of upheld appeals.

4.0 Timescales

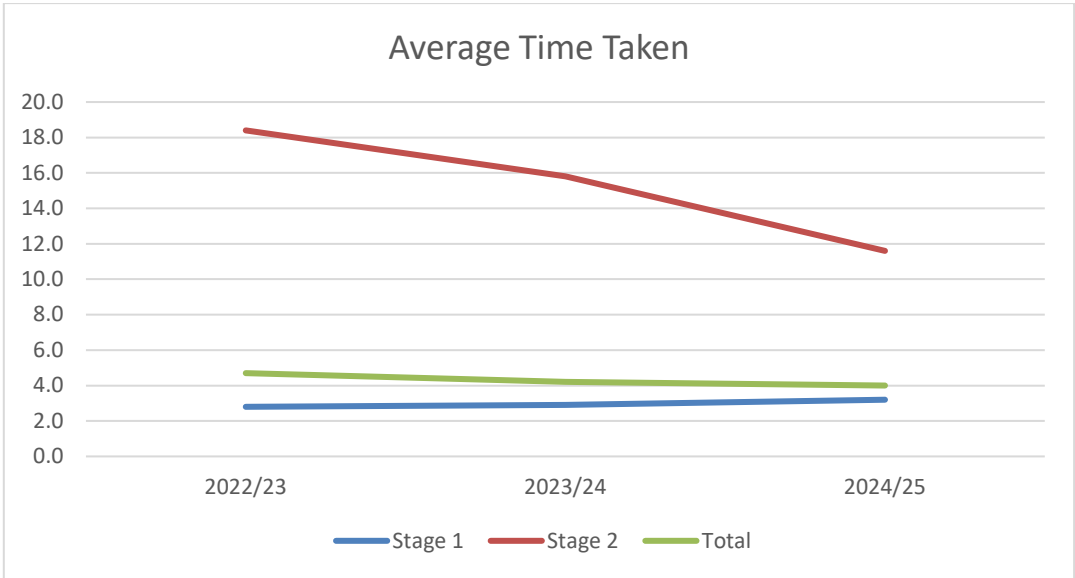
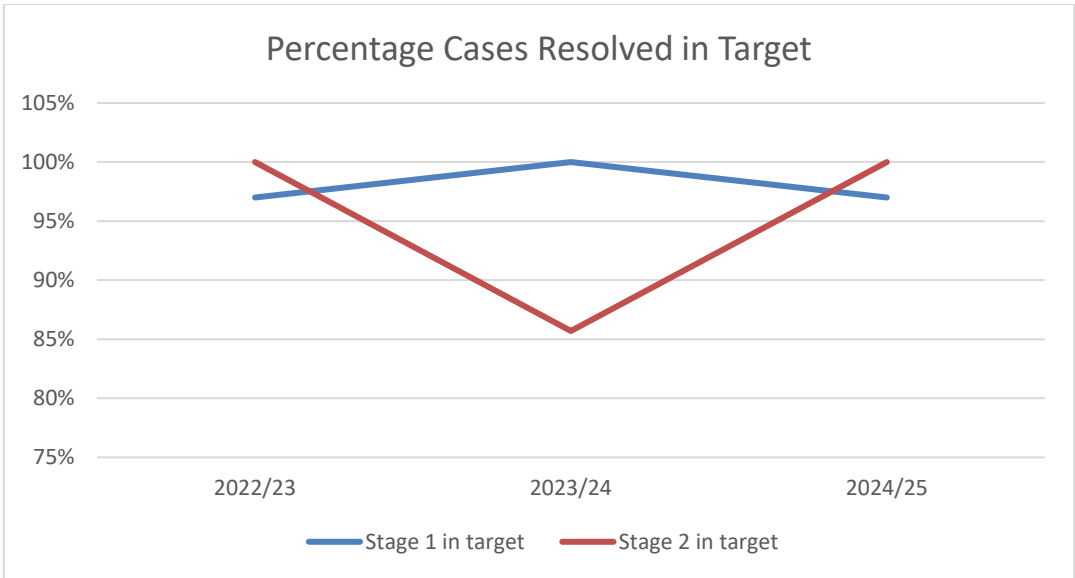
All complaints must be responded to as soon as possible. Stage 1 complaints must be dealt with within five working days, and Stage 2 within 20 working days.

The average time taken to resolve Stage 1 complaints was 3.2 days, and to resolve Stage 2 complaints was 11.6 days. This came to a cumulative average of 3.8 days, an improvement on 4.2 days in the previous reporting year.

The graph below gives a breakdown of timescales for each complaint Stage. Over the year, five Stage 1 complaints exceeded the target timescale.



4.1 Trend Analysis:



5.0 Corrective Action

All upheld complaints should have an associated corrective action, or have a 'No Action Required' note. There is also an option for resolved complaints to be closed on a 'Resolved with Corrective Action' outcome. Details of these corrective actions are reviewed quarterly by the Business Management Team.

Breakdown (some complaints had more than one corrective action)

Staff Training	1
Policy/Procedure Change	3
Reminder to Staff	7
Review Contractor Performance	4
Add to Business Plan	3
No Action required	87

6.0 Annual Return on the Charter (ARC)

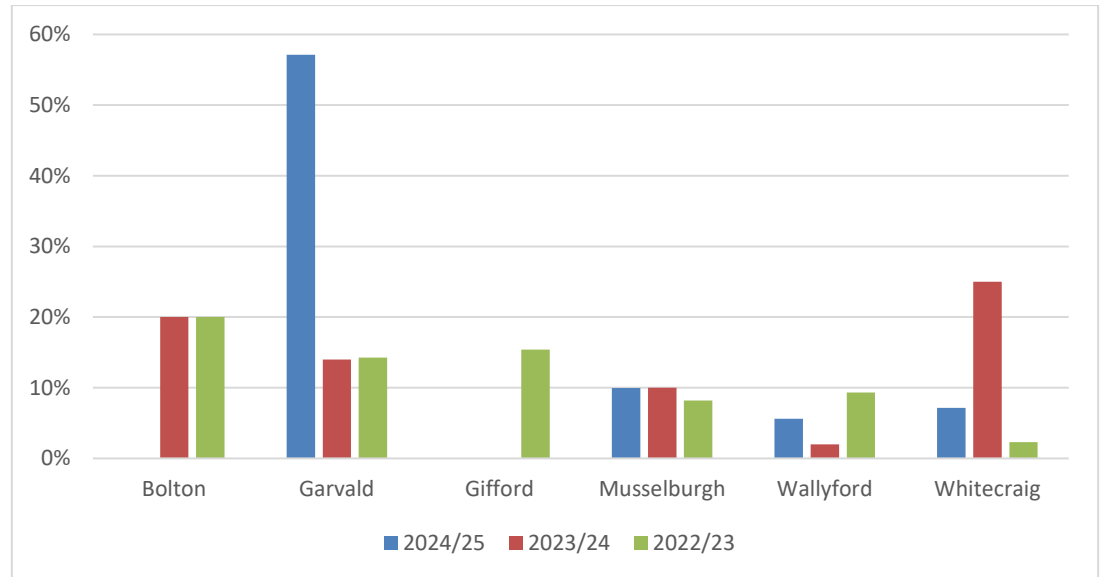
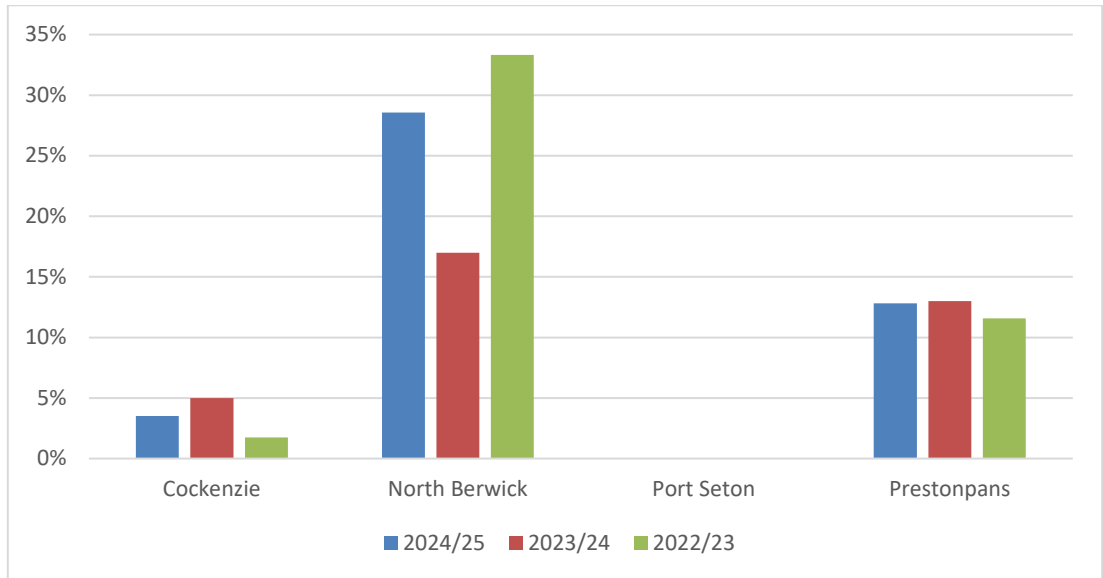
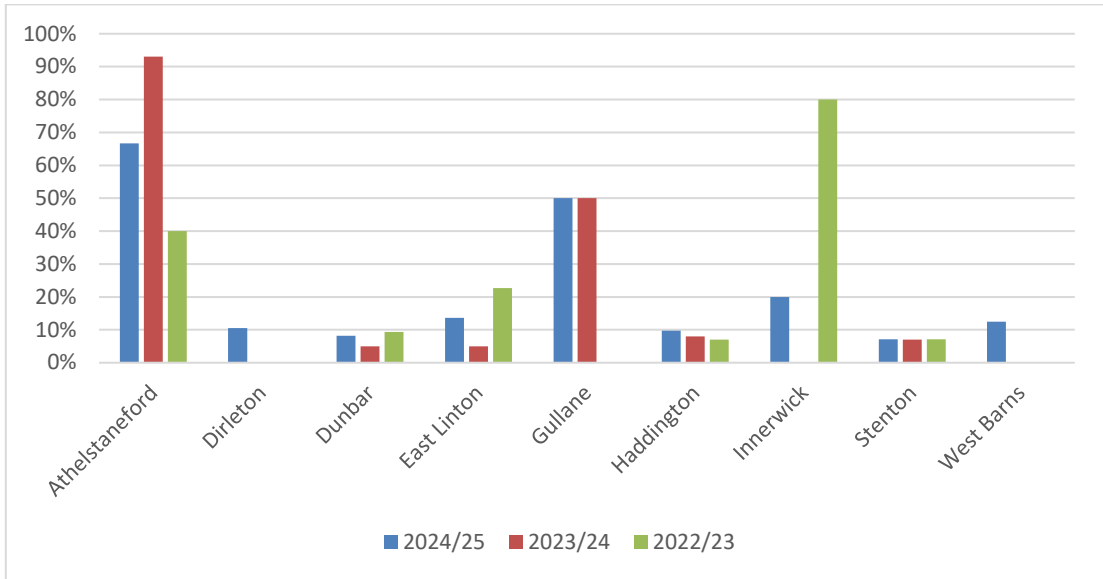
The required figures have been reported in the 2024/25 Annual Return on the Charter (ARC).

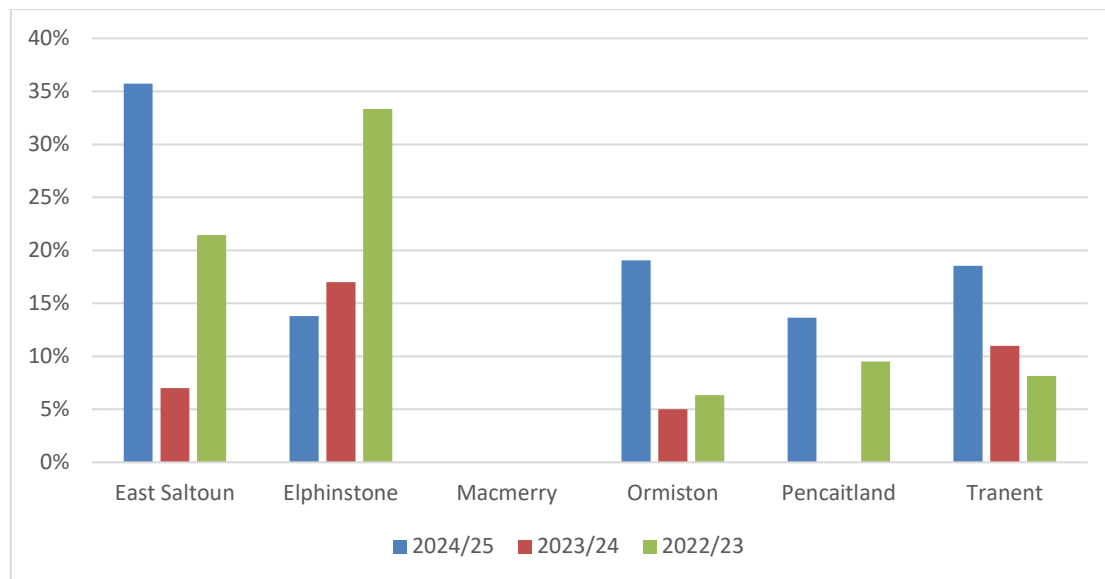
Please note that this report includes complaints about Care & Repair, which is excluded from the ARC. This is why the number of complaints in this report does not match the number of complaints in the ARC.

7.0 Location Trends

'Hot spots' of complaints can be identified by expressing the number of complaints in an area as a percentage of the total number of tenancies in that area. For ease of view, these have been split across several charts (please note that these only consist of complaints made by tenants).

Areas of concern are where the percentage of complaints remains consistently high. A single spike, particularly in a rural area where the Association only owns a small amount of housing, may correspond to a single event or circumstance, while high percentages over the three years may show an ongoing issue.





8.0 Praise Recording

549 praise records were logged during 2023/24 (compared to 589 praise records in 2023/24), as follows:

Department	Contractor	Service	Staff
Asset Management	304	8	6
Care & Repair	0	100	103
Corporate Services	0	0	6
Housing	1	7	14
Total	305	115	129

The majority of praise is recorded via repair satisfaction surveys.

8.1 Trend Analysis:

