



Complaints Analysis



2024/25 – Quarter 2

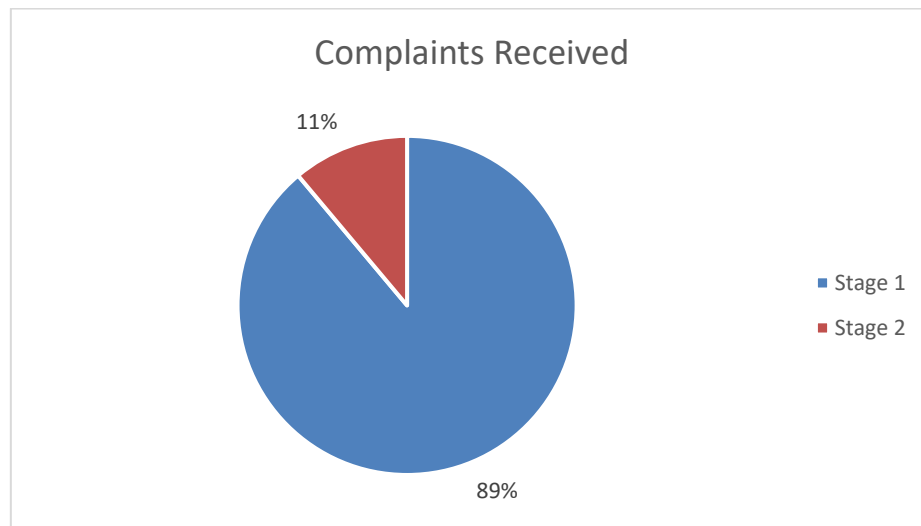
1.0 Complaints Received

36 complaints were recorded in Quarter 2, seven fewer than in Quarter 1. Two Stage 1 complaints were carried into the quarter from Quarter 1. Five Stage 1 complaints and two Stage 2 complaints were carried out of the quarter into Quarter 3.

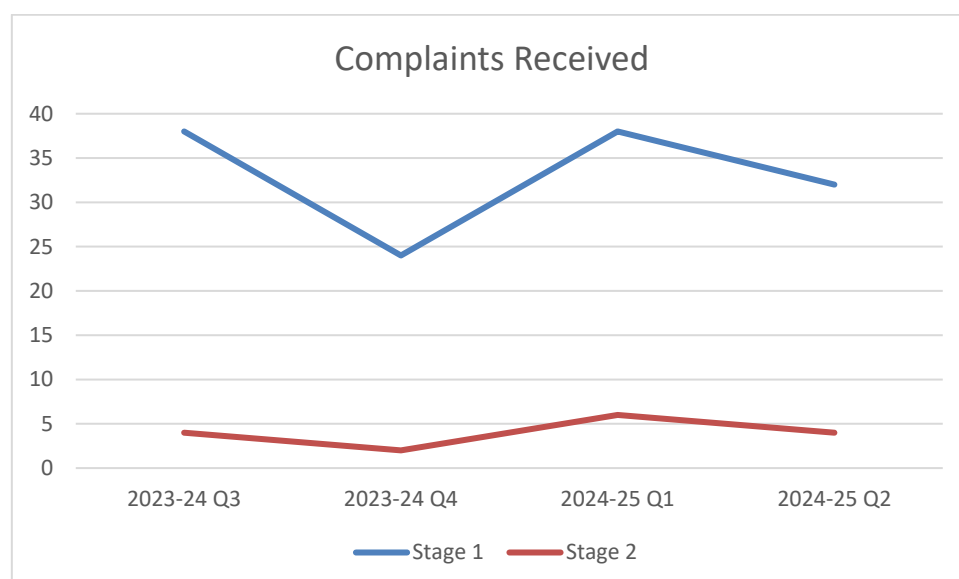
In addition to the above, five records were removed from the data. The reasons given were:

- One instance of “Not a Complaint”
- Three duplicate records
- One closed as ‘Not a complaint’

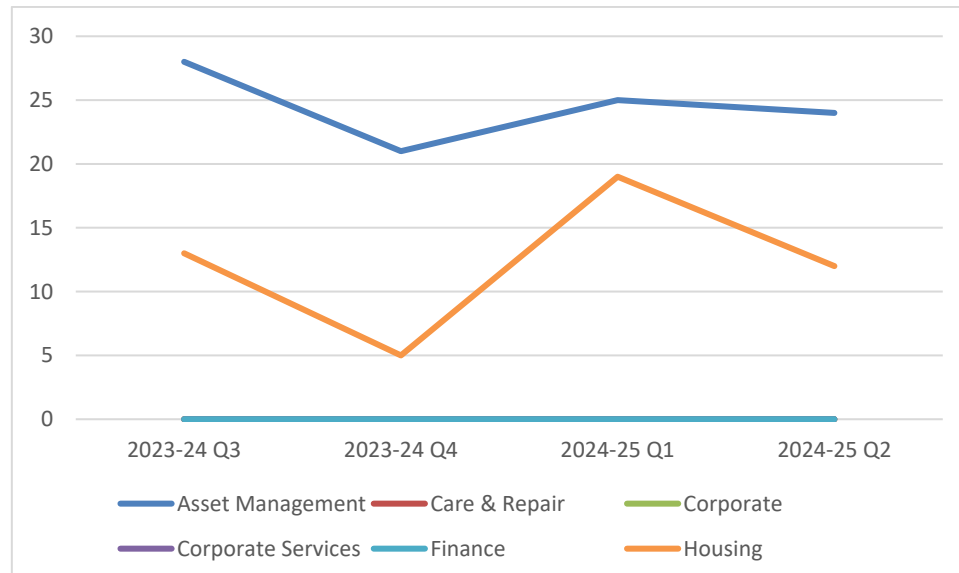
The graph below shows complaints split into Stage 1 and Stage 2.



Trend analysis for cases received over the last 12 months.

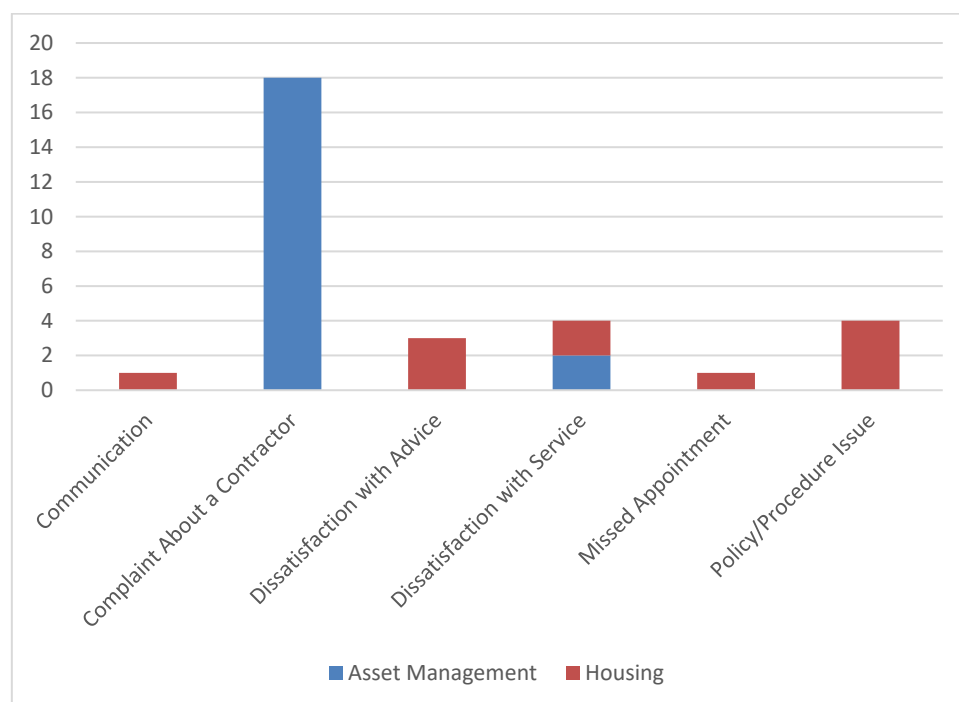


The graph below shows the number of complaints resolved by each department for the last 12 months. During Quarter 2, all complaints logged were for Asset Management or Housing.



2.0 Types of Complaints

The graph below gives a breakdown of complaints resolved for each department during Quarter 2. These include Stage 1 and Stage 2 complaints, and the complaints carried in from Quarter 1.



The increase in policy/procedure complaints is due to the change in the Gold Key Tenant requirements.

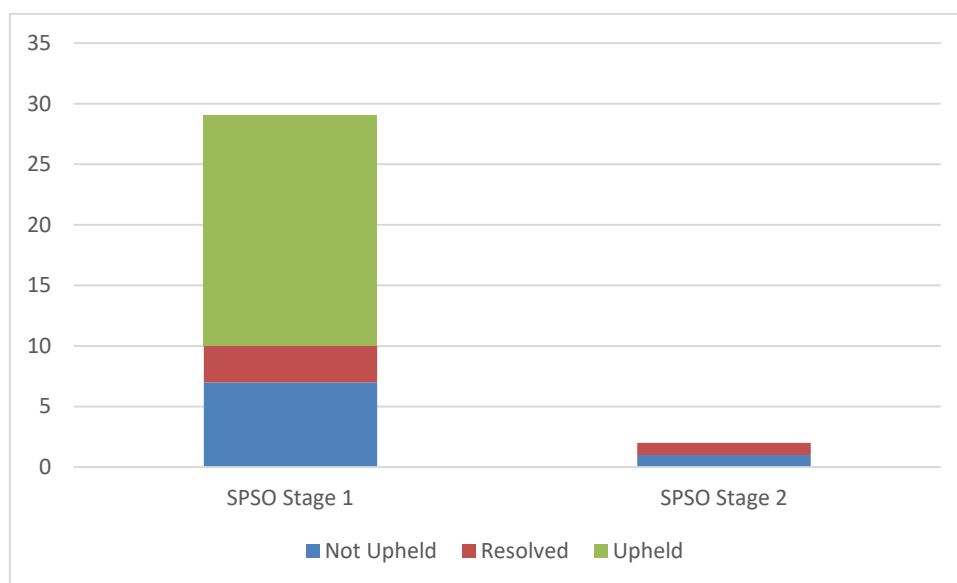
Trend analysis over the last 12 months shows that 'Complaint about Contractor' is consistently the largest category of complaint.

	Not Upheld	Resolved*	Part Upheld	Upheld
Grange Energy Serv	0	0	0	1
Peter Cox Ltd	0	0	0	1
R3 Repairs Ltd	0	2	14	7

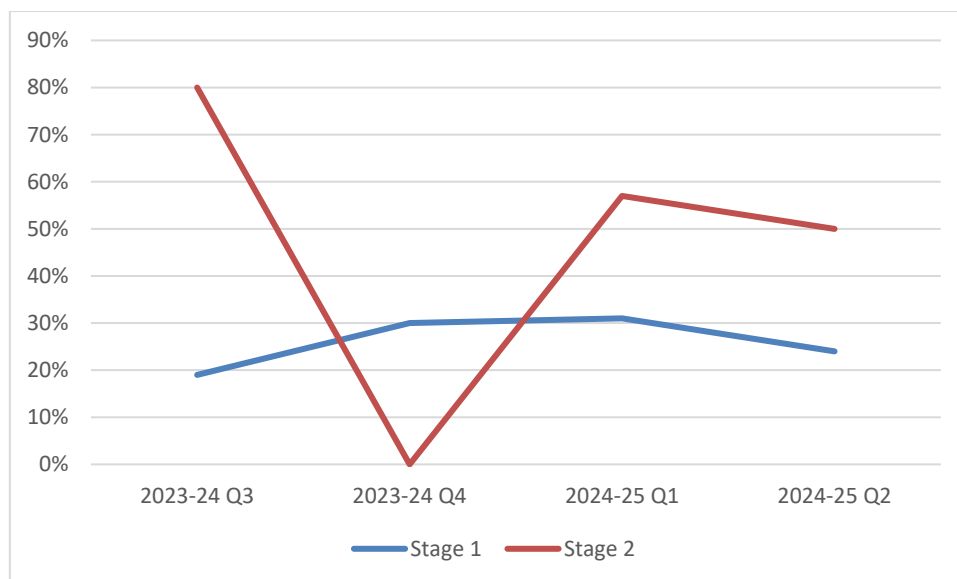
*Resolved is used where the person taking the complaint is able to fix the problem right then and there without the need to investigate the issue (though this may still be required after the complaint has been dealt with).

3.0 Outcomes

All completed complaints were responded to in full.



Trend analysis of the percentage of complaints not upheld over the last 12 months. Please note that the small number of Stage 2 complaints means that small changes can result in a large percentage shift.

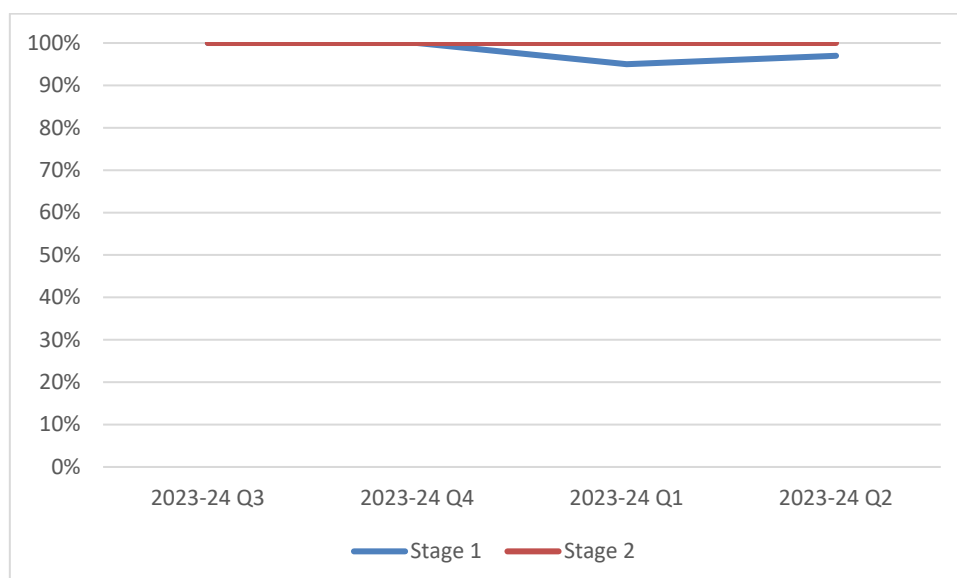


4.0 Timescales

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

One Stage 1 complaint went over target by 17 days in Quarter 2, this was related to the change to the communal gas heating systems and took additional time to resolve. An extension to the complaint was requested and granted, but this must still be reported as out of target.

The trend analysis of complaints responded to within timescales.



5.0 Corrective Action Taken

There were no upheld complaints at Stage 2, and one Resolved complaint about a contractor which did not require corrective action.

One upheld Stage 1 complaint about a contractor did require corrective action in the form of a discussion with the contractor about agreed procedures.

5.1 Case Study

No case study was available this quarter.

6.0 Praise

78 praise records were logged during Quarter 2, down from 141 in the previous quarter.

	Type of Praise		
	Contractor	Service	Staff Member
Asset Management	16	0	1
Care & Repair	0	29	23
Corporate Services	0	0	2
Housing	0	3	6

The majority of praise received typically comes from satisfaction surveys issued by Asset Management and Care & Repair. The amount of praise logged can fluctuate based on the number of repair surveys sent out, or if no comments are made on returned surveys.