

# Complaints and Praise Analysis Report 2023/24

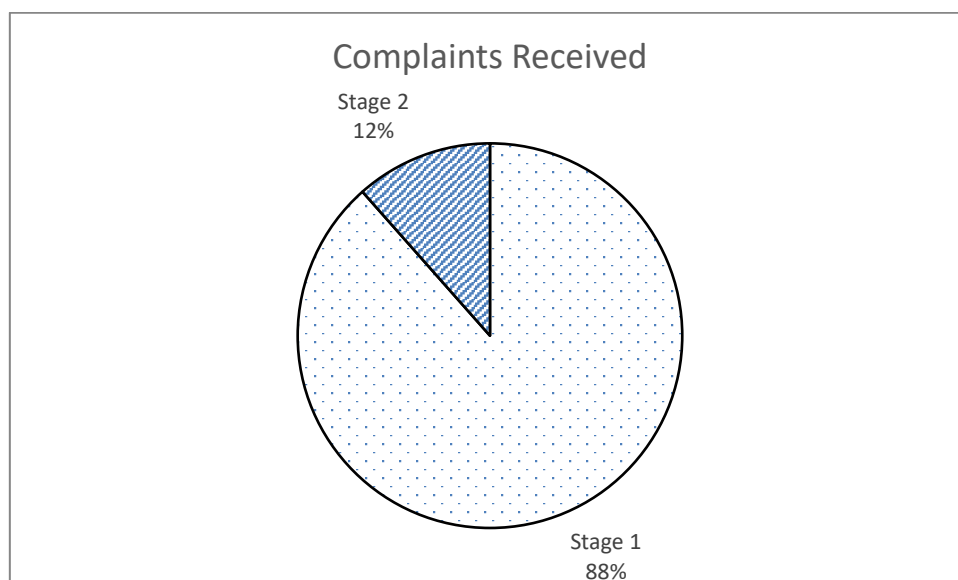
## Report by Mary Hargreaves, Digital Services Officer – for information

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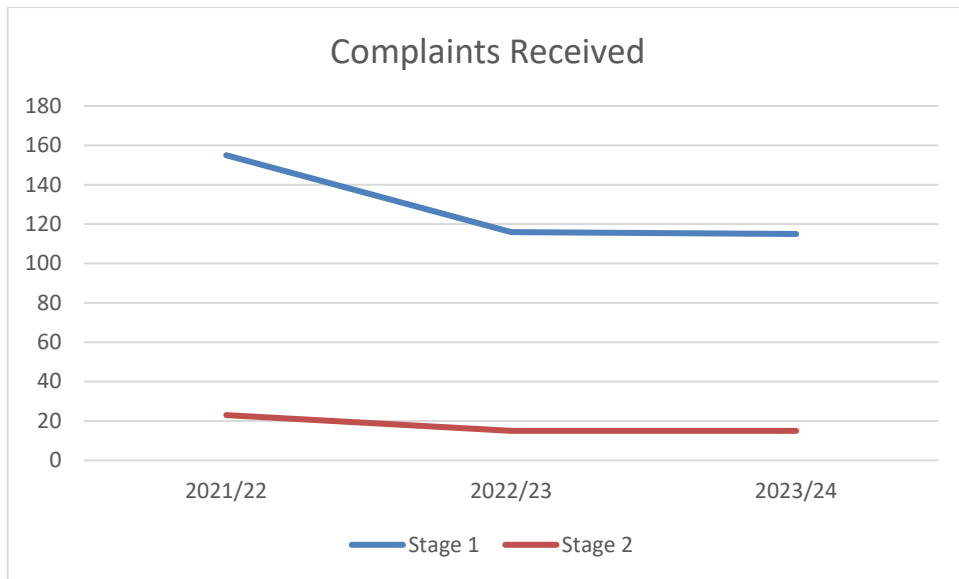
### 1.0 Complaints Received

Over the year, 115 Stage 1 and 15 Stage 2 complaints were received. One Stage 1 complaint was carried into the reporting year from 2022/23, three Stage 1 complaints and one Stage 2 complaint were carried over into 2024/25.

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

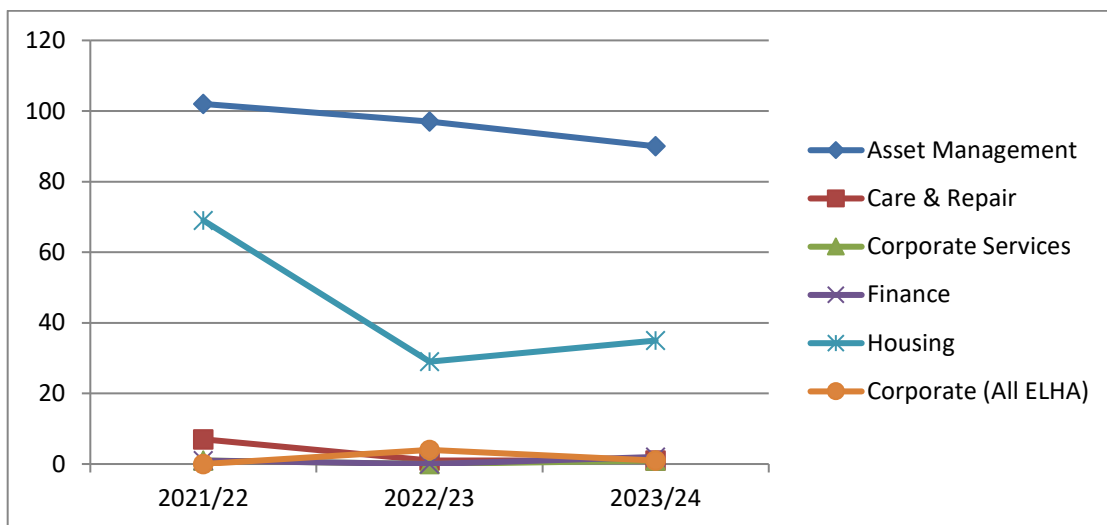


Trend Analysis for cases received for the last three years:



### 1.1 Complaints by Department

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

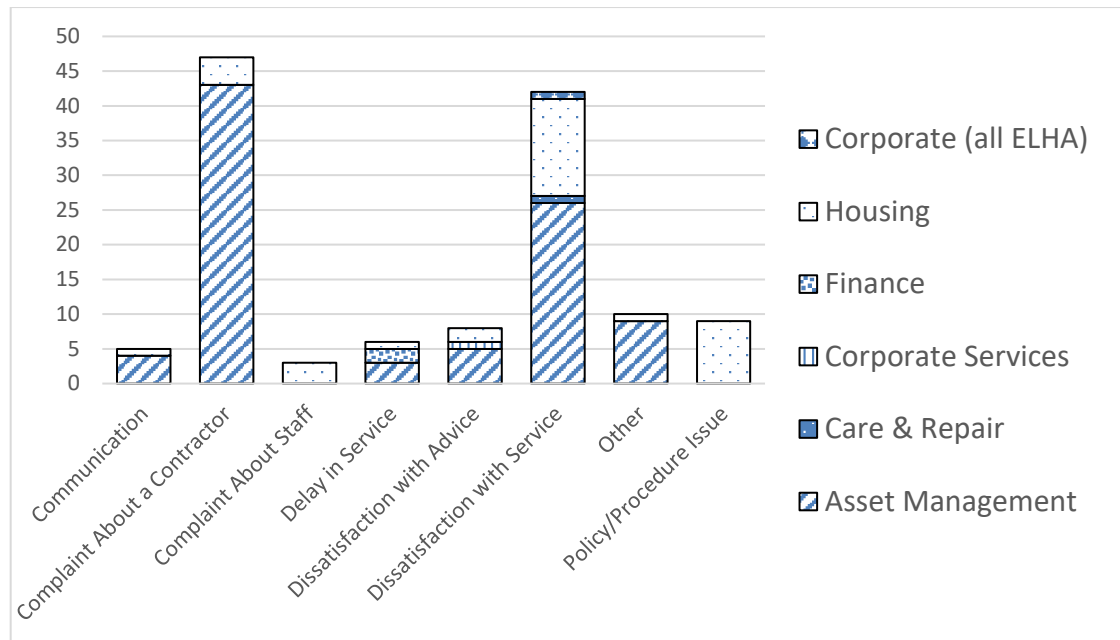


### 1.2 Trend Analysis

Complaints have remained consistent for the last three years, with no significant trends to be highlighted.

### 2.0 Types of Complaints

The graph overleaf gives a breakdown of complaints recorded for each department in 2023/24. These include Stage 1 and Stage 2 complaints.

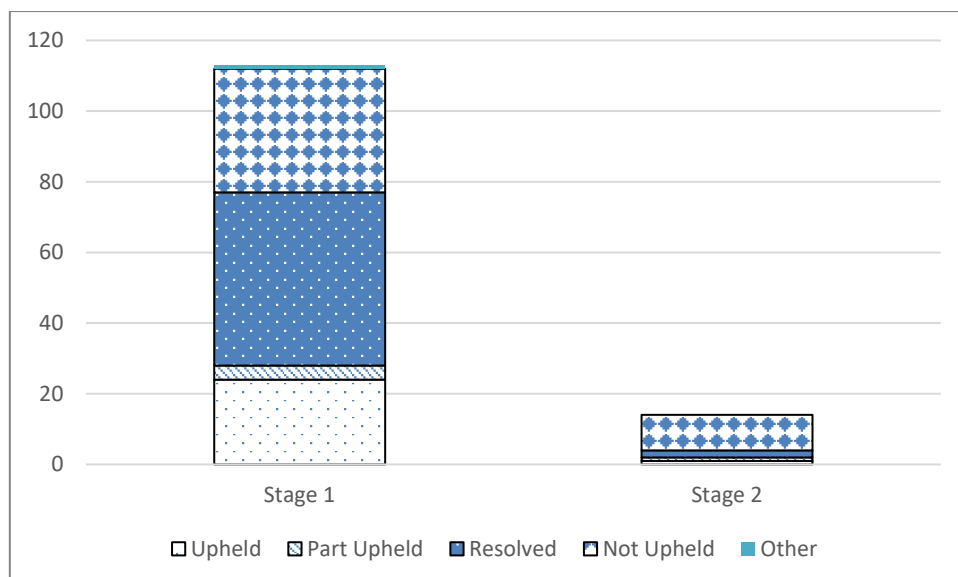


### 2.1 Trend Analysis

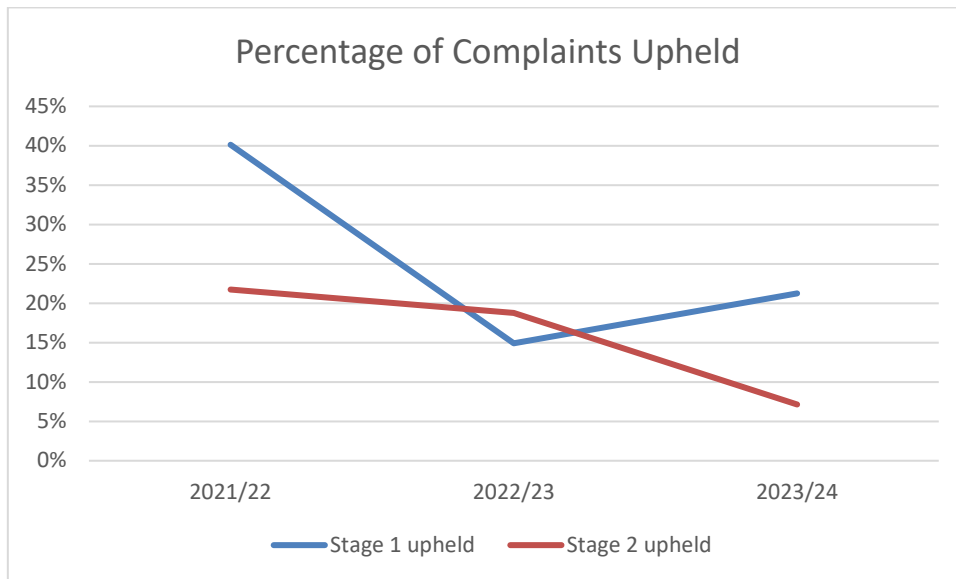
Complaint about a contractor is consistently the most reported type of complaint, and this is mainly repair contractors, although some communal maintenance complaints have also been received. Dissatisfaction with Service has seen an increase this year, but this has not been due to one specific type of service.

### 3.0 Outcomes

All of the complaints received during 2023/24, and the complaints carried into the reporting period from 2022/23, 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 were responded to in full during Quarter 1 of 2024/25.



3.1 Trend Analysis

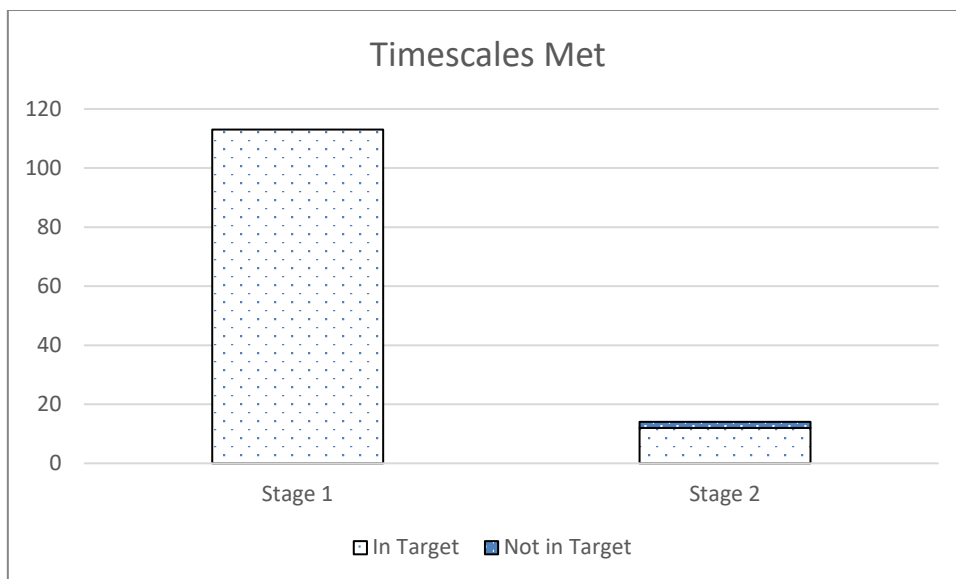


4.0 Timescales

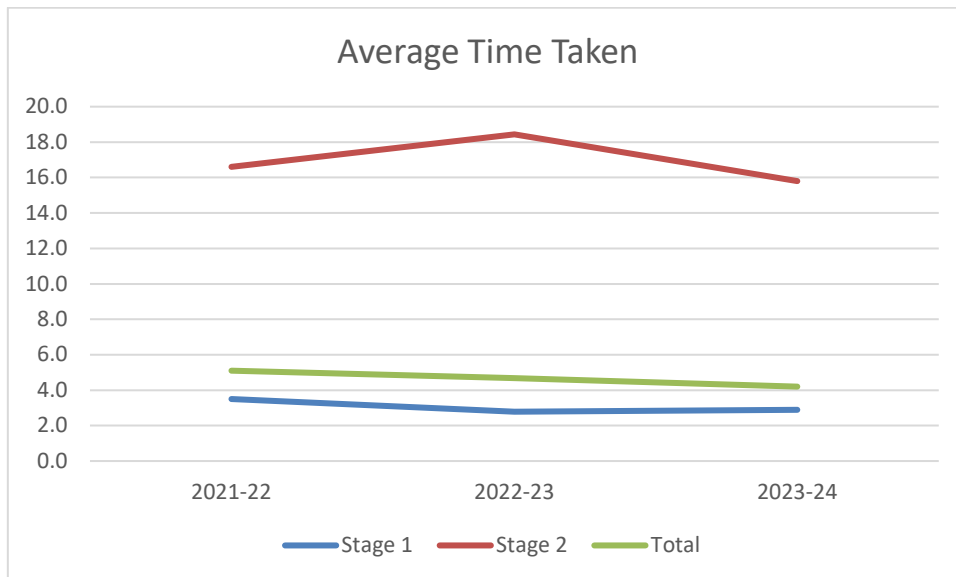
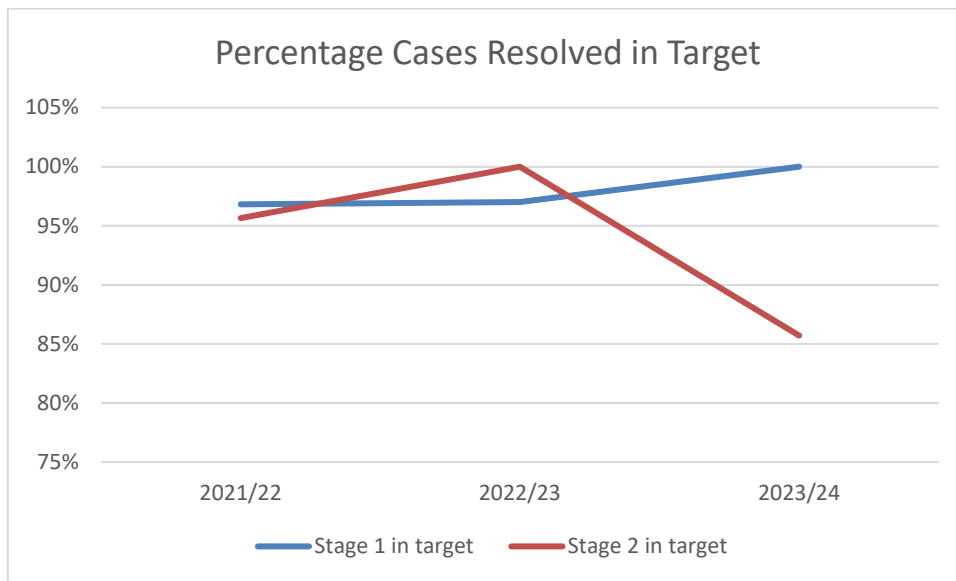
All complaints must be responded to as soon as possible. Stage 1 complaints must be dealt with within five working days, and Stage 2 within 20 working days.

The average time taken to resolve Stage 1 complaints was 2.9 days, and to resolve Stage 2 complaints was 15.8 days. This came to a cumulative average of 4.2 days.

The graph below gives a breakdown of timescales for each complaint Stage. Over the year, only two Stage 2 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	3
Policy/Procedure Change	1
Reminder to Staff	8
Review Contractor Performance	5
Add to Business Plan	0
No Action required	75

**6.0 Annual Return on the Charter (ARC)**

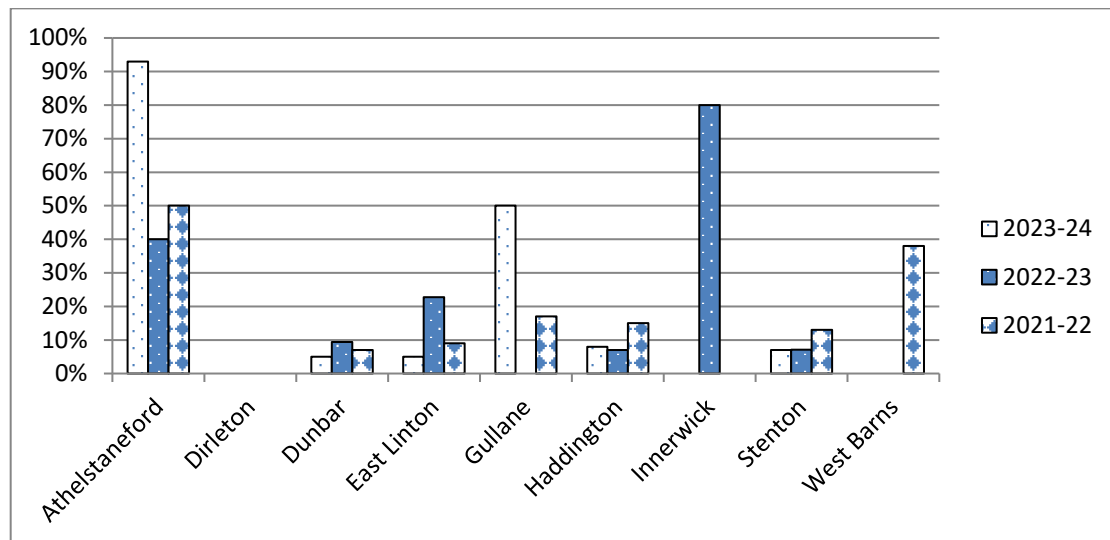
The required figures have been reported in the 2023/24 Annual Return on the Charter (ARC).

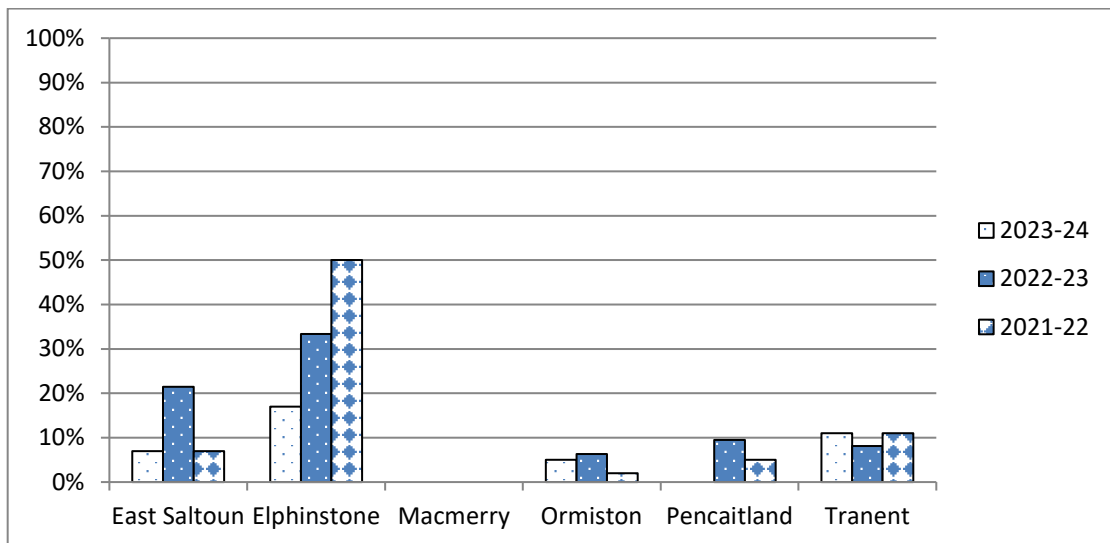
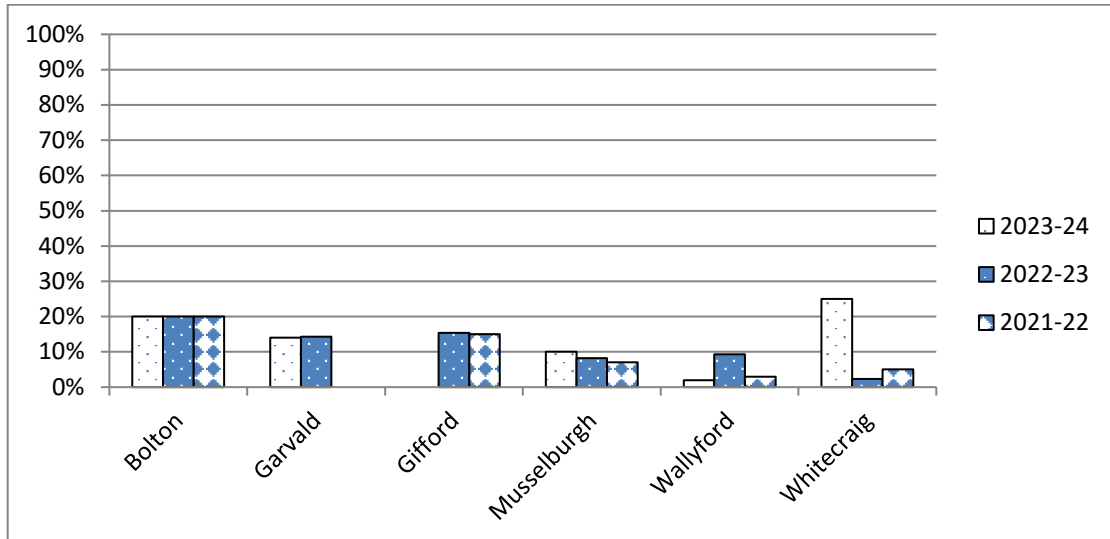
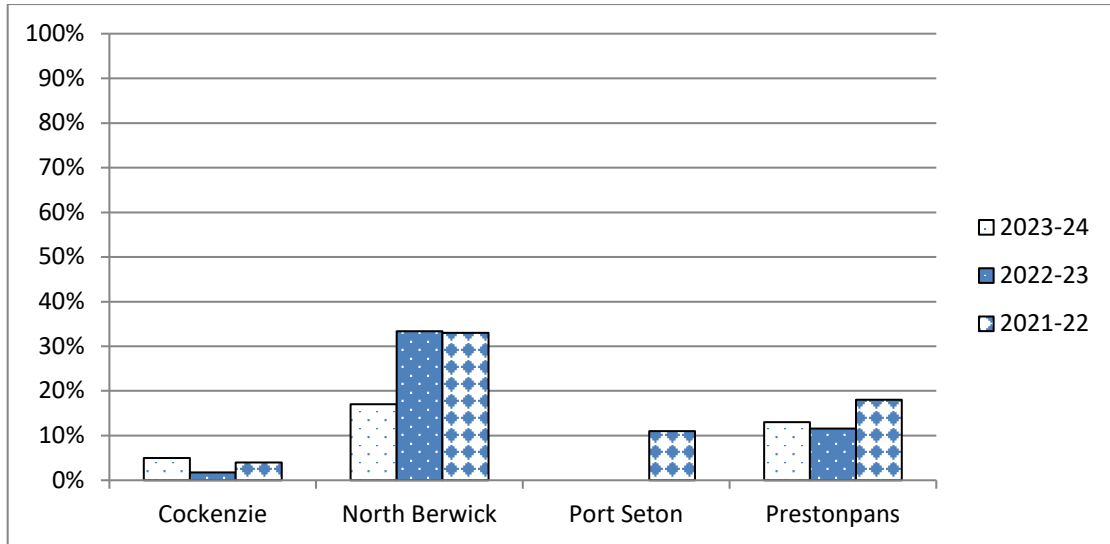
Please note that this report includes a complaint about Care & Repair, which is excluded from the ARC. This is why the ARC return specifies 114 Stage 1 complaints received during the year, while this report states 115 Stage 1 complaints received during the year.

**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**

589 praise records were logged during 2023/24 (compared to a total of 899 praise records in 2022/23), as follows:

Department	Contractor	Service	Staff
Asset Management	365	2	1
Care & Repair	5	74	119
Housing	0	12	11
Total	370	88	131

The majority of praise is recorded via repair satisfaction surveys.

**8.1 Trend Analysis:**

