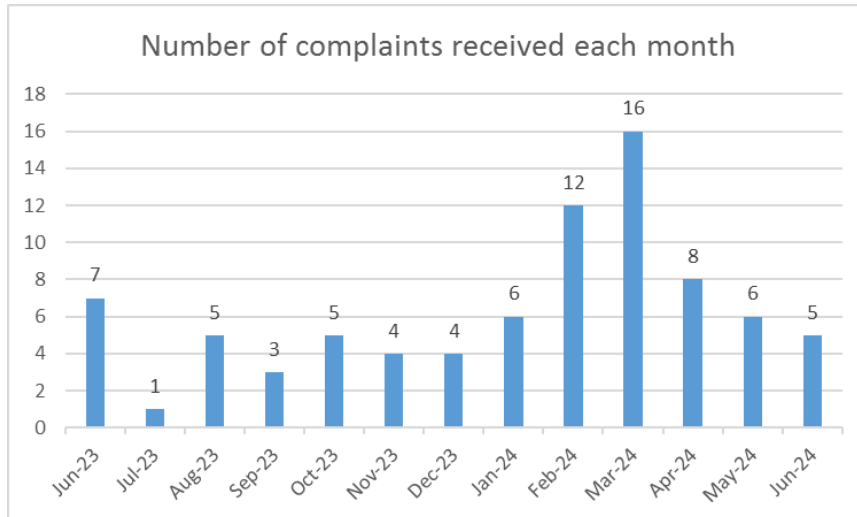


Complaints and Compliments report – Quarter 2 2024

	Complaints received
	No
Q2 2024	19
Q1 2024	34
Q4 2023	14
Q3 2023	9
Q2 2023	21

	Stage one	Stage two	Escalation %
	No	No	%
Q2 2024	19	4	21%
Q1 2024	34	7	19%
Q4 2023	14	5	36%
Q3 2023	9	1	11%
Q2 2023	21	10	48%

	Responded to on time		Responded late	
	No	%	No	%
Q2 2024	19	100%	0	0%
Q1 2024	18	67%	7	28%
Q4 2023	14	100%	0	0%
Q3 2023	9	100%	0	0%
Q2 2023	16	76%	5	24%



We had fewer complaints in quarter 2 than quarter 1. We feel this is reflective of where the service has progressed to, in particular having a full and more stable housing team.

All stage one complaints were responded to on time. One stage 2 complaint was responded to late with agreement from the resident.

We have had a relatively low number of escalations from stage 1 to stage 2.

Complaint outcomes

When writing this report some records were missing and needed checking hence the numbers won't match the numbers at the top, this will be corrected for next quarter. We will have moved to the new complaints handling system so the complaints report won't rely on manual counting within folders and word documents which is prone to human error.

Outcome	Number of complaints Q2	Number of complaints Q1	Number of complaints YTD	%
Upheld	9	10	19	38%
Partially Upheld	7	14	21	42%
Not upheld	1	9	10	20%

	Complaints by department					
	% Q1 2024	Q2 2024	Q1 2024	Q4 2023	Q3 2023	Q2 2023
Customer services (incl. responsive repairs)	42%	8	14	8	6	4
Housing	26%	5	13	2	3	9
Estates and compliance	26%	5	2	2	0	8
Property (cyclical/surveying etc.)	0%	0	3	0	0	0
Finance	5%	1	2	2	0	0

Our vision is to have no complaints about unreturned correspondence by the end of 2024. However, we are still receiving a significant number of complaints about this.

This is discussed at the bi-monthly meeting where each manager has to present the complaints they have handled and the lessons learned. The next meeting is in August and managers will be asked to create a presentation of lessons learned and deliver this to their teams with an action plan of how they will tackle the recurring themes.

Cause	Trend	Q2 %	Q2 2024	% Q1 2024	Q1 2024
Unreturned calls/letters/email		57%	11	32%	11
Delay in repair completion			3	15%	5
Handling of ASB/Nuisance			0	12%	4
Rent/service charge dispute			0	12%	4
Issue with void works when moved in			0	6%	2
Longstanding issue unresolved (1yr+)			0	6%	2
Objection to installation of fire alarm			0	6%	2
Sharing contact details with contractor			0	6%	2
Communal area - cleanliness		11%	2	3%	1
Communication method			0	3%	1
Condition left by contractors			0	3%	1
Contractor conduct			0	3%	1
Dispute over responsibility			0	3%	1
Gas safety check notice			0	3%	1
Lack of continued communication during cyclical/major works			0	3%	1

Lack of heating and/or hot water			0	3%	1
Mould		5%	1	3%	1
Not treated with respect/rude			0	3%	1
Poor handling of transfer			0	3%	1
Request for transfer		11%	2	3%	1
Staff conduct			0	3%	1
Waiting list			0	3%	1
Compensation not being paid/paid into rent account		11%	2		
Gardening		5%	1		

Lessons learned

The following lessons have been identified and are being implemented

Repairs and customer services:

- Whoever raises an order is to ensure completion of work.
- Customer Service to directly re-raise order with correct contractor and notify compliance of action.
- Give gas contractor Self-Variation Approval to do small works on site
- Reinforce to all compliance contractors to communicate with WPH through Compliance inbox.
- Gap in CSA knowledge around rent, rent statements, and benefits; training to follow

Property

- Inform tenants beforehand about any changes happening to their homes or the building and provide an opportunity for resident feedback. Suggest updating policy to provide regular updates to residence about cyclical works.

Everyone

- In communications, need to clearly outline resident’s issue, the response, and ask resident for clarity and/or confirmation of their inquiry; ensure nothing is missed.
- When resident is sends multiple emails for things to be done, consolidate in a single place and have one person create and oversee implementation of an action plan.

SMT/culture change:

- Cultivate “professional curiosity”, especially in resident communications
- Put into practice health and safety policies to protect staff from abuse
- Where possible, create opportunities to meet face-to-face with repeat complainants to better understand their needs and requests
- Repeat complainants may view complaints process as most effective way to engage with WPH; need to explore gaps in service and possible solutions

Late responses		
Department	Q2 2024	Narrative
Property and Compliance	1	A stage two complaint response was sent late in agreement with the resident due to additional materials needed to complete the investigation.

Audit scores

The average audit score was 74% across all complaints responded to in Q2 2024, this is a 9% increase on last quarter.

Department	Q1	Q2	YTD
Finance	63%	100%	81.50%
Property and compliance	70.6%	71%	71%
Estates	88%	63%	71%

Customer service	70.2%	64.7%	67.2%
Housing	51.5%	68.1%	60.3%
Development	63%	75%	69%
Governance	100%	NA	100%

Compensation paid

Year to date we have spent £12,000 on compensation. This is against an annual budget of £20,000 so we have slightly overspent compared to forecast for this time of year.

Further analysis is taking place to ensure the payments have been coded correctly and how much of this is attributable to the Brook House decant.