

## Complaints and Compliments report

### How many complaints we have received:

	Complaint received
	No
Q1 2024	34
Q4 2023	14
Q3 2023	9
Q2 2023	21
Q1 2023	18

	Stage one	Stage two	Escalation %
	No	No	%
Q1 2024	34	7	19%
Q4 2023	14	5	36%
Q3 2023	9	1	11%
Q2 2023	21	10	48%
Q1 2023	18	7	39%

	Responded to on time		Responded late	
	No	%	No	%
Q1 2024	18	67%	7	28%
Q4 2023	14	100%	0	0%
Q3 2023	9	100%	0	0%
Q2 2023	16	76%	5	24%
Q1 2023	14	78%	4	22%

### Complaints by month:



March saw a significant number of late complaints, in the immediate aftermath of the RERO leaving three complaints were missed, one had already been late earlier in the quarter and a further three had extensions agreed with the resident.

March was an exceptional month for new complaints, the highest in the past 12 months.

Complaints have steadily increased for a number of months and we expect them to remain high as we follow the ombudsman's code that every expression of dissatisfaction is a complaint.

Complaint themes are explored below.

## Complaint themes

	Complaints by department					
	% Q1 2024	Q1 2024	Q4 2023	Q3 2023	Q2 2023	Q1 2023
<b>Customer services (incl. responsive repairs)</b>	41%	14	8	6	4	9
<b>Housing/sheltered</b>	38%	13	2	3	9	4
<b>Estates and compliance</b>	6%	2	2	0	8	5
<b>Property (cyclical/surveying etc.)</b>	9%	3	0	0	0	0
<b>Finance</b>	6%	2	2	0	0	0

Common complaint topics across the sector are repairs and communication.

Repairs remains the highest complained about aspect of our service, however there has been a significant increase in the number of complaints about the housing management service.

The themes are explored in more detail below.

Cause	% Q1 2024	Q1 2024
Unreturned calls/letters/email	32%	11
Delay in repair completion	15%	5
Handling of ASB/Nuisance	12%	4
Rent/service charge dispute	12%	4
Issue with void works when moved in	6%	2
Longstanding issue unresolved (1yr+)	6%	2
Objection to installation of fire alarm	6%	2
Sharing contact details with contractor	6%	2
Communal area - cleanliness	3%	1
Communication method	3%	1
Condition left by contractors	3%	1
Contractor conduct	3%	1
Dispute over responsibility	3%	1
Gas safety check notice	3%	1
Lack of continued communication during cyclical/major works	3%	1
Lack of heating and/or hot water	3%	1
Mould	3%	1
Not treated with respect/rude	3%	1
Poor handling of transfer	3%	1
Request for transfer	3%	1
Staff conduct	3%	1
Waiting list	3%	1

The main theme which repeats across complaints and is a standalone cause for complaint for a number of tenants is unreturned calls/letters/emails. Our service standards previously allowed for ten working days, our new standard mandates a response within five working days. This should be achievable in our new structure and the majority of emails going through the customer services inbox.

Going forward we will track themes each quarter and provide an arrow demonstrating the direction of trend for the topics.

Our aim is to have no complaints about unreturned correspondence by the end of 2024.

## Quality of response

Late responses			
Department	# late in Q1 2024	Days late	Narrative
Customer services	1	1	This was due to the email being missed when the RERO left.
Housing	4	1	Staff member submitted late
		11	Complaint contained multiple issues, including handling of transfer and rent query. The complaint was extended by 11 days to further investigate, which was agreed with the resident.
		16	An agreed extension with the tenant
		1	The covering administrator had calculated the dates wrong and gave both tenant and staff member a deadline which was one day late.
Estates	0	N/A	N/A
Property/surveying	1	6	Complaint was completed by staff member on time and sent to feedback inbox the week the RERO left, this email was missed for two days, then when sent we got a bounce-back through outlook on the Friday, so the response did not go until the Monday.

## Audit scores

The average audit score was 65% across all complaints responded to in Q1 2024. Housing scored the lowest on complaint quality. Of the eight complaints only 4 included a phone call to the tenant as part of the response, four did not have actions progressed at the point of response and lessons learned forms were not completed.

In order to improve our audit scores all staff are sent the audit form at the point of the complaint being allocated to ensure that resolutions are recorded, progressed and lessons learned recorded.

Department	Average score
Estates	88%
Finance	82%
Property/surveying	70%
Customer services/responsive repairs	70%
Housing	55%

## Compensation paid

In quarter 1 2024, 12 complaints received compensation totaling £1115. The compensation ranged from the lowest amount of £25 to the highest amount of £250. Higher compensation was awarded at stage two than at stage one on average.