**Q1 - Quarterly Complaints Report:**

April to June 2020

This report sets out our complaint’s performance from April to June 2020, which has seen the number of complaints received (including EODs), increase by **60%**, since the last quarter. This is a significant increase and the majority of these complaints related to delays in completing routine repairs.

Due to COVID-19 and the introduction of the Government’s ‘lockdown’ restrictions in March, to prevent the spread of the virus we only offered an emergency repairs service.

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| --- | --- | --- | --- |
| **Performance Indicator** | **April** | **May** | **June** |
| Number of expressions of dissatisfaction (EOD) received  | 3 | 1 | 0 |
| % of EOD’s responded within our target of five working days | 100% | 100% | N/A |
| Number of EOD’s escalated to a formal complaint  | 0 | 1 | N/A |
|  |  |  |  |
| Number of formal complaints received | 2 | 4 | 5 |
| % of formal complaints acknowledged within our target of two working days | 100% | 100% | 100% |
| % of formal complaints responded within our target of 10 working days | 100% | 100% | 100%2 cases have received a response. 3 cases under review, but within target to receive a response |
| Number of formal complaints escalated to stage 2, of our complaint’s procedure | 1 | 1 | 0 |
|  |  |  |  |
| Informal enquiry received from Housing Ombudsman | 0 | 0 | 1 |
|  |  |  |  |
| Compliments received | 7 | 3 | 3 |