**Q2 - Quarterly Complaints Report:**

July to September 2020

This report sets out our complaint’s performance during July to September 2020, which has seen the number of formal complaints received (including Expressions of Dissatisfactions), increase by **133.33%**, since the last quarter.

This is a significant increase and the majority of these complaints related to delays in responding to homeownership enquiries. Following the Government’s announcement to reduce stamp duty for residential homes purchased from 8 July 2020 until 31 March 2021. Our service has received a very high level of home sales enquiries and we have found it challenging to keep up with the demand and respond to all issues raised within our customer offer timescales.

|  |  |  |  |
| --- | --- | --- | --- |
| **Performance Indicator** | **July** | **August** | **September** |
| Number of expressions of dissatisfaction (EOD) received  | 2 | 4 | 1 |
| % of EOD’s responded within our target of five working days | 100% | 100% | 100% |
| Number of EOD’s escalated to a formal complaint  | 0 | 0 | 0 |
|  |  |  |  |
| Number of formal complaints received | 4 | 18 | 6 |
| % of formal complaints acknowledged within our target of two working days | 100% | 89%\* | 100% |
| % of formal complaints responded within our target of 10 working days | 75% | 89% | 100%2 responses outstanding but on target |
| Number of formal complaints escalated to stage 2, of our complaint’s procedure | 0 | 1 | 0 |
|  |  |  |  |
| Informal enquiry received from Housing Ombudsman | 0 | 1Not an investigation – contact request | 1 |
|  |  |  |  |
| Compliments received | 5 | 6 | 3 |

\*Acknowledgments would have been in sent in line with target time, but complaints were received from non-Rosebery residents. Contact details were not provided on receipt of complaint, but acknowledgement given verbally.