

Q3 - Quarterly Complaints Report:
January to March 2021

This report sets out our complaint's performance during January to March 2021 which saw the number of formal complaints received (including Early Resolutions: pre-complaints), decline by **23.52%**, from the last quarter.

Although we have seen a decline in the volume of new complaints received during Q4, compared to Q3, the total numbers of complaints received are still unusually high for Rosebery when compared to the same quarter in the previous year. Communication continues to be the main cause for complaints received. The root causes are delays in responding to call-backs and service requests which, in some cases, did not meet our published service standards.

During 'lockdown 3' of the Government's restrictions to prevent the spread of COVID-19, the majority of our staff continued to work from home. In the vast majority of cases, Rosebery continued to offer a 'business as usual' experience to our customers, particularly at first point of contact.

However, our Home Ownership Team experienced unprecedented levels of sales enquires due to the Government's Stamp Duty Holiday. The team have found it challenging to keep up with the demand and respond to all issues raised within our service standards timescales, which has resulted in complaints being received.

Performance Indicator	January	February	March
Number of Early Resolutions (ER's): pre-complaints	0	1	1
% of ER's responded within our target of five working days	N/A	100%	100%
Number of ER's escalated to a formal complaint	N/A	0	0
Number of formal complaints received	6	10	8
% of formal complaints acknowledged within our target of two working days	100%	*90%	*87.5%
% of formal complaints responded within our target of 10 working days	100%	80% Complaint holding letter were required for the other cases	87.5% Complaint holding letter were required for the other cases

Performance Indicator	January	February	March
Reasons for formal complaints	Comms – 2 Staff conduct – 1 Repairs – 2 Gas - 1	Comms -5 Staff conduct – 1 Repairs - 2 Income -1 Gas -1	Comms – 3 Staff conduct -2 Repairs -1 ASB – 1 Gas - 1
Number of formal complaints escalated to stage 2, of our complaint’s procedure	0	2	2
Informal enquiry received from Housing Ombudsman	0	0	0
Compliments received	5	4	2

*Delay in complaint being escalated to officer/original email escalated to other department prior to complaint being raised with Customer Experience Team