Q1 - Quarterly Complaints Report:
April to June 2021

This report sets out our complaint's performance during April to June 2021, which saw the number of formal complaints received (including Early Resolutions: pre-complaints), increase by **42.30%**, compared with the last quarter (January to March).

Since the spread of COVID-19, and the introduction of the Government's 'Lockdowns' in March 2020, we have seen complaints steadily increase. Compared to the same Q1 period last year, complaints have gone up by 102%. Managing the unusually high number of complaints being received is becoming a challenge, particularly given that Rosebery has had a long history of receiving relatively low levels of customer complaints.

Communication is the main cause for many of the complaints received with root causes related to delays in responding to call-backs and service requests which, in some cases, did not meet our published service standards. This is due to the high volume of service queries we are receiving, particularly for tenancy management and anti-social behaviour.

Performance Indicator	April	May	June
Number of Early Resolutions (ER's): pre-complaints	2	0	1
% of ER's responded within our target of three working days	100%	N/A	100%
Number of ER's escalated to a formal complaint	0	0	0
Number of formal complaints received	12	10	12
% 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	33.3%* *Holding response letter provided	70%* *Holding response letter provided	41.6% *Holding response letter provided

Performance Indicator	April	May	June
Reasons for formal complaints	Communications - 6 Staff conduct – 2 Repairs – 3 Tenancy - 1	Communications - 6 Staff conduct – 2 Tenancy – 1 Other - 1	Communications – 8 Staff conduct -2 ASB – 1 Estates - 1
Number of formal complaints escalated to stage 2, of our complaint's procedure	0	1	0
Informal enquiry received from Housing Ombudsman	0	1	0
Compliments received	5	4	3