

Q2 - Quarterly Complaints Report: (July to September 2021)

This report sets out our complaint's performance during July to September 2021, which saw the number of formal complaints received (including Early Resolutions: pre-complaints), decline by **39.33%**, compared with the last quarter (April to June).

This is the first time in over 6 months that we have seen a decline in new complaints received. Whilst this is positive, compared to the same period last year, new complaints are currently up by 61.5%.

Communications continues to be 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 issues and responsive repair requests.

Performance Indicator	July	August	September
Number of Early Resolutions (ER's): pre-complaints	2	0	0
% of ER's responded within our target of three working days	100%	N/A	N/A
Number of ER's escalated to a formal complaint	0	0	0
Number of formal complaints received	12	8	9
% 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	75%* *Holding response letter provided	87.5%* *Holding response letter provided	90%* *Please note that a few complaints were received at the end of the month and were still within the target time for a response, so this figure could be subject to change.

Performance Indicator	July	August	September
Reasons for formal complaints	Communications - 9 Repairs - 1 Tenancy - 1 Asset Management - 1	Communications - 5 Repairs - 1 Tenancy - 1 Gas - 1	Communications - 6 Staff conduct -1 Gas - 1 Asset Management - 1
Number of formal complaints escalated to stage 2, of our complaint's procedure	1	2	1
Informal enquiry received from Housing Ombudsman	1	2	0
Compliments received	1	4	3