

Q3 - Quarterly Complaints Report: (October to December 2021)

This report sets out our complaints performance during October to December 2021, which saw the number of formal complaints received (including Early Resolutions: pre-complaints), increase by **16.12%**, compared with the last quarter (July to September).

The overall trend for new complaints received this financial year continues to be upwards when compared to the same period last year, as complaints are currently up by **35%**. Despite the significant increase our performance for responding to and resolving complaints within our target time, remains positive.

During this quarter, communications and responsive repairs were the main causes for many of the complaints received with root causes related to delays in responding to service requests within our published service standards. This is due to the high volume of service queries we are receiving, particularly for tenancy management issues, responsive repair requests and legacy issues following repair works.

Performance Indicator	October	November	December
Number of Early Resolutions (ER's): pre-complaints	4	1	1
% of ER's responded within our target of three working days	100%	100%	100%
Number of ER's escalated to a formal complaint	2	0	0
Number of formal complaints received	12	13	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	75%* *Holding response letters were provided to those out of target. As these cases were complex and more time was required for investigations.	85%* *Holding response letters were provided to those out of target. As these cases were complex and more time was required for investigations.	Of the 5 complaints received, 3 have received a formal response. The rest were received towards the end of the month and are still within target time for a formal response.

Performance Indicator	October	November	December
Reasons for formal complaints	Communications - 1 Repairs - 2 Tenancy - 2 Asset Management - 1 Gas - 1 Ground maintenance - 4 Confidentiality breach - 1	Communications - 5 Repairs - 1 Tenancy - 2 Gas - 1 Mutual Exchange - 1 Parking/Managing Agent - 1	Communications - 1 Repairs - 1 Gas - 1 Asset Management - 1 Staff conduct - 1
Number of formal complaints escalated to stage 2, of our complaint's procedure	0	1	2
Informal enquiry received from Housing Ombudsman	0	0	0
Formal enquiry received from Housing Ombudsman	0	1	1
Compliments received	4	1	3