

**Q1 - Quarterly Complaints Report:**  
(April to June 2022)

This report sets out our complaints handling performance and compliments received from **April through to June 2022**. During this period, we saw the number of complaints received (including Early Resolutions: pre-complaints) increase by **30.00%** compared to the last quarter (January to March 2022). Whilst this may appear as a significant increase, it's worth noting that **15.38%** of these cases were Early Resolutions, and none were escalated to a formal complaint.

Overall, we have seen a steady improvement each month in time taken to respond to complaints within our 10 working days target. It's positive to note that in June we responded to **100%** of all complaints received within target. More effort is being placed to respond to all complaints as quickly as possible and offer a quick resolution. However, there will be times when more time is needed and before a revised target time is set, this will firstly be explained and agreed with the complainant and confirmed in writing.

During this quarter communications issues led to the most complaints and represented **36.36%** of all formal complaints received. These were related to delays in responding to call-backs and providing updates on services requests. Whilst this is disappointing, operationally these delays were primarily linked to staffing vacancies that we had within our Asset Management, Repairs and Neighbourhood Teams.

This situation has partially been resolved as we have recently recruited three new permanent Neighbourhood Officers and a Customer Services Officer (Repairs), but we are still aiming to recruit a Project Surveyor for Asset Management. However, with these new recruitments we anticipate an improvement in the management of these issues moving forward.

<b>Performance Indicator</b>	<b>April</b>	<b>May</b>	<b>June</b>
Number of Early Resolutions (ER's): pre-complaints	0	1	3
% of ER's responded within our target of three working days	N/A	100%	100%
Number of ER's escalated to a formal complaint	0	0	0
Number of formal complaints received	8	11	3
% of formal complaints acknowledged within our target of two working days	100%	100%	100%

<b>Performance Indicator</b>	<b>April</b>	<b>May</b>	<b>June</b>
% of formal complaints responded within our target of 10 working days	50%* *Holding response letters were provided to those out of target. As these cases were complex and more time was required for investigations.	73%*	100%
Reasons for formal complaints	Estate Services - 1 ASB - 2 Communications - 2 Repairs - 2 Gas - 1	Asset Management - 1 Communications - 4 Repairs - 3 Service Failure - 1 GDPR concerns - 1 Staff conduct - 1	Staff conduct - 1 Communications - 2
Number of formal complaints escalated to stage 2, of our complaint's procedure	1	2	1
Informal enquiry received from Housing Ombudsman	N/A	N/A	1
Formal enquiry received from Housing Ombudsman	N/A	N/A	N/A
Compliments received	6	5	1