

Q4 - Quarterly Complaints Report:
(January to March 2022)

This report sets out our complaints handling performance during January to March 2022. This saw the number of formal complaints received (including Early Resolutions: pre-complaints) decrease by **44.44%** compared with the last quarter (October to December 2021). This change is considerable compared with the overall trend for new complaints received throughout this financial year, which has gone up by **13.98%**, compared to 2020/21.

During this quarter, tenancy communication issues, handling of anti-social behaviour reports and responsive repairs were the main causes for many of the complaints received. The root causes were linked to service delays being experienced that were not resolved within a reasonable timescale.

During this quarter our performance for acknowledging and responding to complaints within our target time has been positive. This supports the changes we have made in the way we manage complaints following the launch of the Housing Ombudsman’s Complaints Handling Code in April 2021.

Performance Indicator	January	February	March
Number of Early Resolutions (ER’s): pre-complaints	0	4	1
% 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	5	3	7
% 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	80%*	67%*	71%*
	*Holding response letters were provided to those out of target. As these cases were complex and more time was required for investigations.		

Performance Indicator	January	February	March
Reasons for formal complaints	Mutual exchange appeal – 2 Repairs – 1 Asset Management - 1	Communications – 2 Repair - 1	ASB – 2 Development – 1 Communications -1 Staff conduct – 1 Asset Management – 1 Gas servicing - 1
Number of formal complaints escalated to stage 2, of our complaint’s procedure	0	1	0
Informal enquiry received from Housing Ombudsman	0	0	0
Formal enquiry received from Housing Ombudsman	0	0	0
Compliments received	3	6	4