

# COMPLAINT PERFORMANCE

## Quarter 2 Summary

This report summarises the performance of our Complaints Service from 1 April to 30 September 2024

**1,056** Service requests  
1619 in 2023/24 

**628** Stage 1\*  
692 in 2023/24  
We agreed with 87% 

**132** Stage 2\*  
133 in 2023/24  
We agreed with 86% 

\*complaints responded to

### Housing Ombudsman

 **13** Enquiries

 **6** Investigations & Determinations  
6 determinations received relating to the 3 cases

**394** Councillor / Member enquiries   
691 in 2023/24

### Response times

(including extensions)



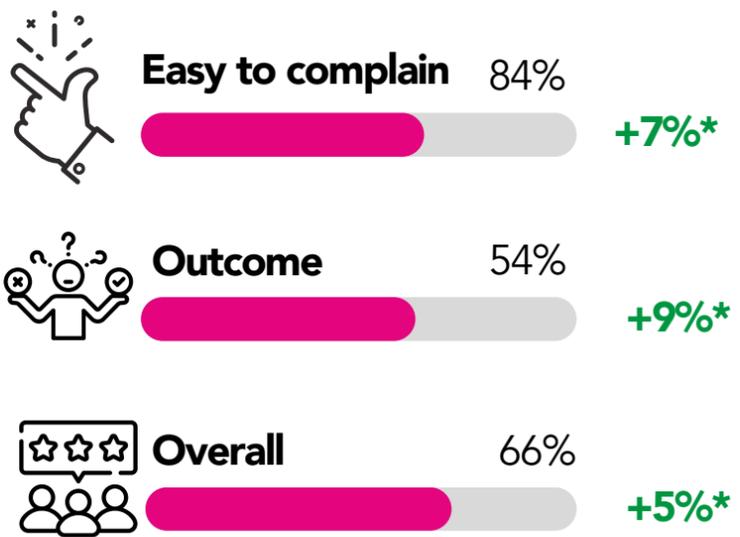
 **301** Compliments   
1048 in 2023/24

 **£55,088** Compensation   
£82,247 in 2023/24

### % Relating to Property Services



### Customer Satisfaction

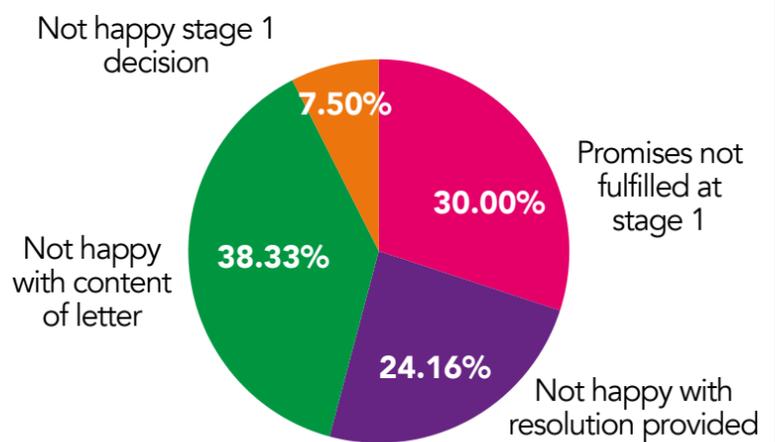


\*compared with 2023/24 satisfaction

### Top 5 reasons complained about

- 21%** Delay carrying out repairs
- 18%** Planned Repairs
- 11%** Poor communication
- 9%** Damp & mould
- 6%** Repair quality

### Reasons escalated to stage 2



### KEY



Publish date: November 2024

Please note figures within this summary may change following auditing and monitoring checks