

COMPLAINT PERFORMANCE

Quarter 3 Summary

This report summarises the performance of our Complaints Service from 1 April to 31 December 2024

1,463 Service requests
1,619 in 2023/24 

795 Stage 1*
692 in 2023/24
We agreed with 85% 

179 Stage 2*
133 in 2023/24
We agreed with 84% 

*complaints responded to

Housing Ombudsman

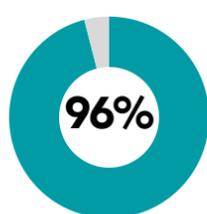
 **21** Enquiries

 **7** Investigations (cases)
14 determinations received relating to the 7 cases

594 Councillor / Member enquiries 
691 in 2023/24

Response times

(including extensions)



Stage 1



Stage 2

 **459** Compliments 
1048 in 2023/24

 **£86,610** Compensation 
£82,247 in 2023/24

% Relating to Repairs



Top 5 reasons complained about at Stage 1

- 23%** Delay carrying out repairs
- 15%** Poor communication
- 12%** Planned repairs
- 8%** Damp & mould
- 6%** Repairs quality

Customer Satisfaction

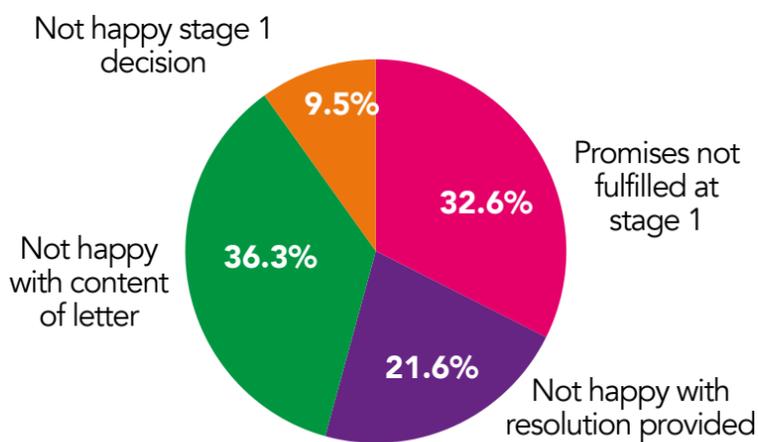
 **Easy to complain** 79%  **+2%***

 **Outcome** 60%  **+15%***

 **Overall** 55%  **-6%***

*compared with 2023/24 satisfaction

Reasons escalated to stage 2



KEY



Projected increase for 24/25



Predict to stay same for 24/25



Projected decrease for 24/25

