

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

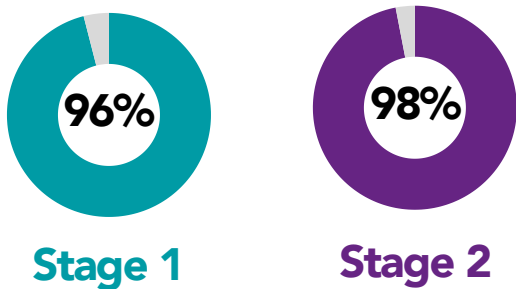
Housing Ombudsman

21 Enquiries
7 Investigations (cases)
14 determinations received relating to the 7 cases

594 Councillor / Member enquiries
691 in 2023/24

Response times

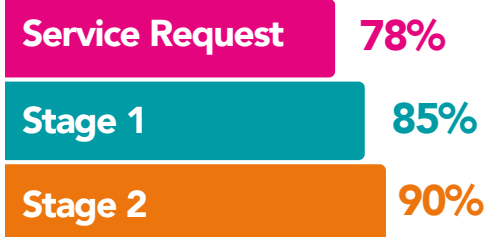
(including extensions)



459 Compliments
1048 in 2023/24

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

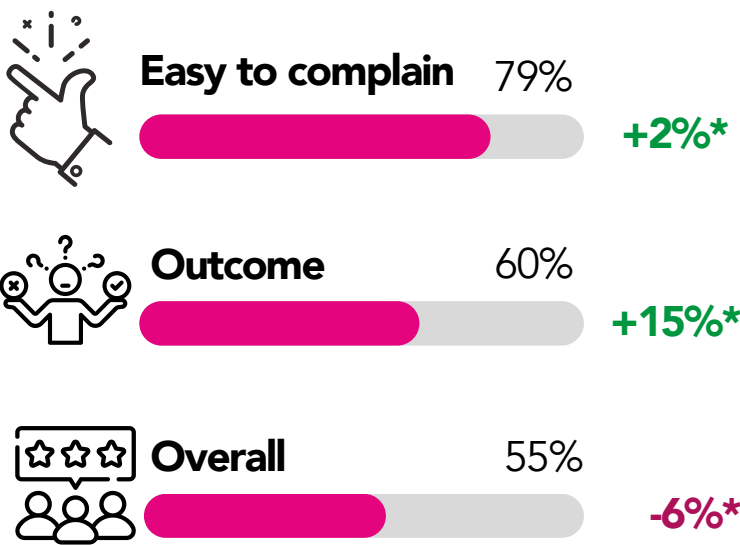
% Relating to Repairs



Top 5 reasons complained about at Stage 1

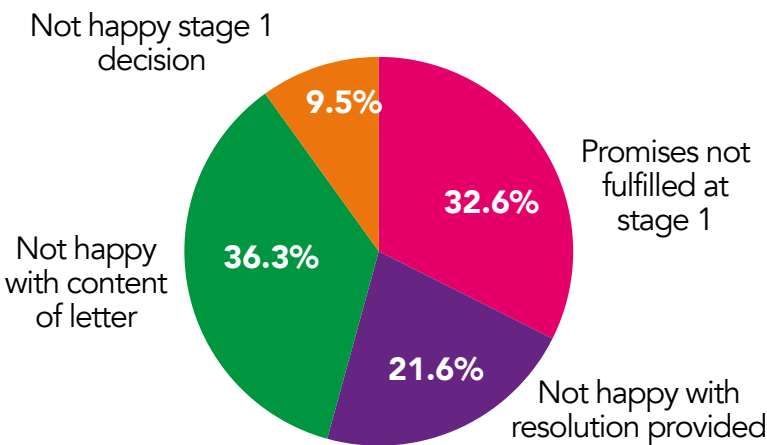
- 23%** Delay carrying out repairs
- 15%** Poor communication
- 12%** Planned repairs
- 8%** Damp & mould
- 6%** Repairs quality

Customer Satisfaction



*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

