



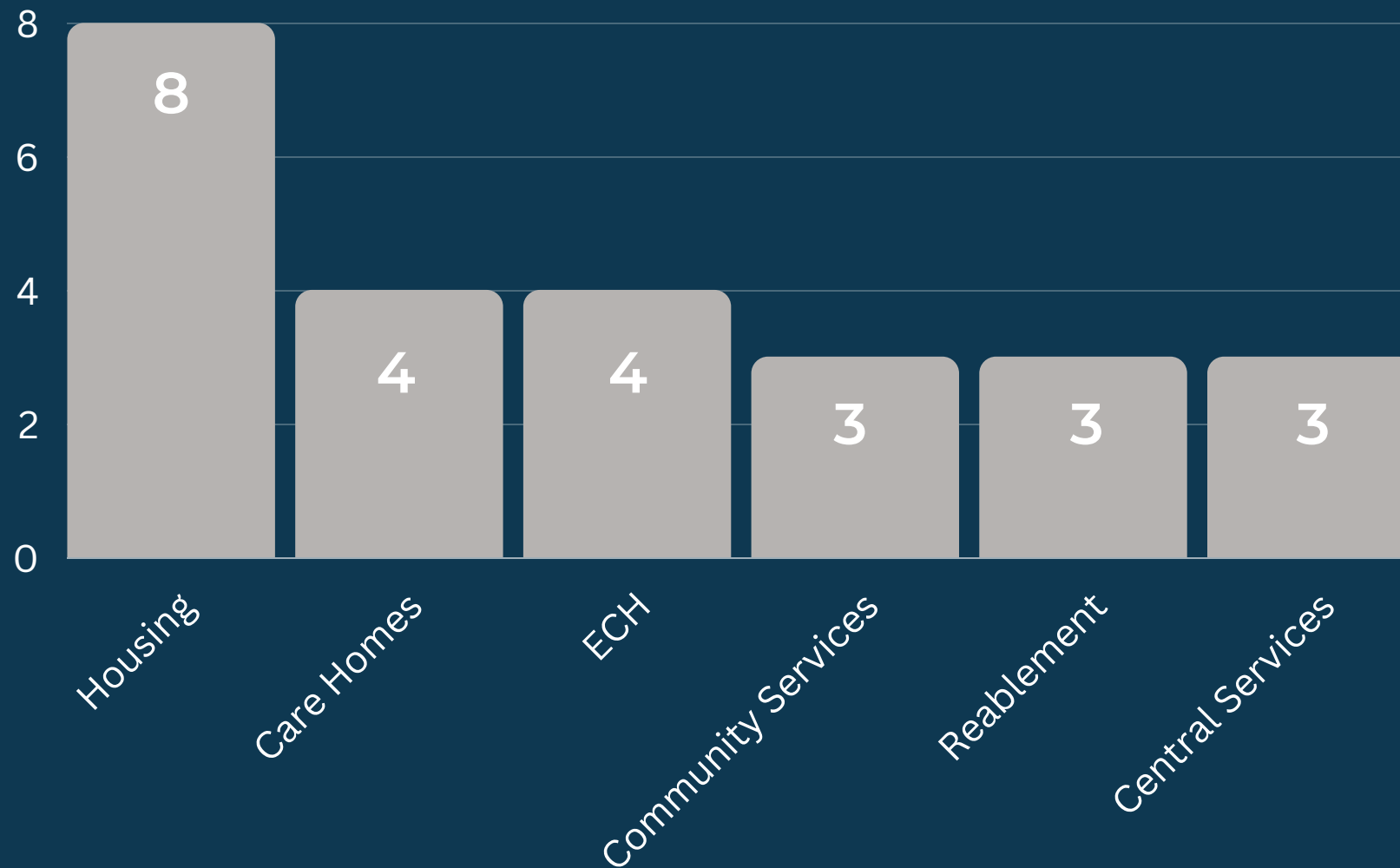
# Complaints and Compliments

Q1 (April - June 2022/23)



# Number of complaints and compliments received

**25 stage 1 complaints were received during Q1:**



**6 compliments were received during Q1:**



No complaints were escalated to the second stage in the quarter.

**During the quarter for sheltered housing, this works out as:**

**0.009**  
complaints per household

1 complaint per

**114.5**  
households

**During the quarter for ECH, this works out as:**

**0.017**  
complaints per household

1 complaint per

**58.5**  
households

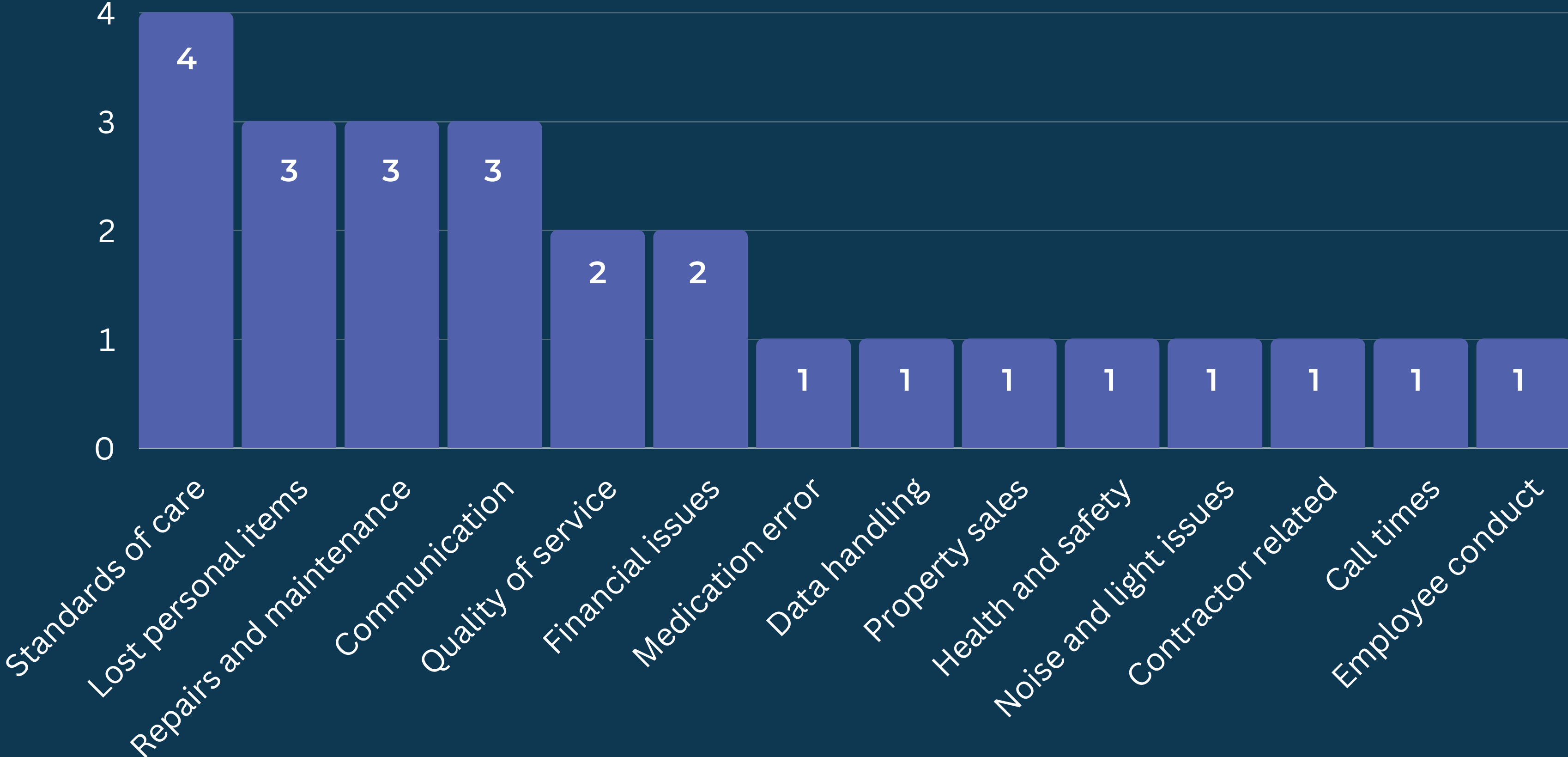
**During the quarter for care homes, this works out as:**

**0.012**  
complaints per place

1 complaint per

**83.5**  
care places

# Issues raised in complaints



# Timeliness of responses

**88%**  
**(22)**

**of complaints were acknowledged within 3 working days as per our policy.**

- Reasons for not meeting the deadline specified in our policy include key members of staff being on annual leave when a complaint was received, and a complaint being connected to a complaint already being investigated.

**60%**  
**(15)**

**of complaints were responded to within 10 working days.**

- Reasons why this deadline was not met include the complexities of the complaint leading to more time required to fully investigate, and the availability of a tenant to arrange a site visit.