



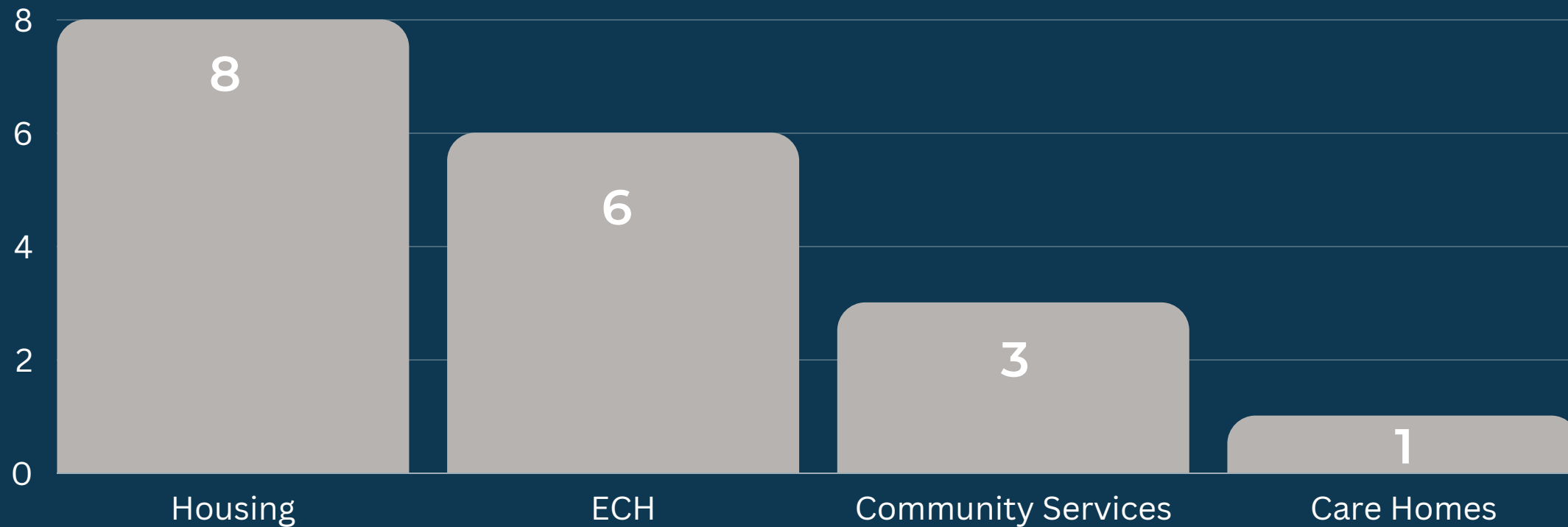
# Complaints and Compliments

Q2 (July - September) 2022/23



# Number of complaints and compliments received

**18 stage 1 complaints were received during Q2:**



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



**3**

**compliments were received in Q2, all relating to ECH.**

**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:**

**0.026**  
complaints per household

1 complaint per

**39**  
households

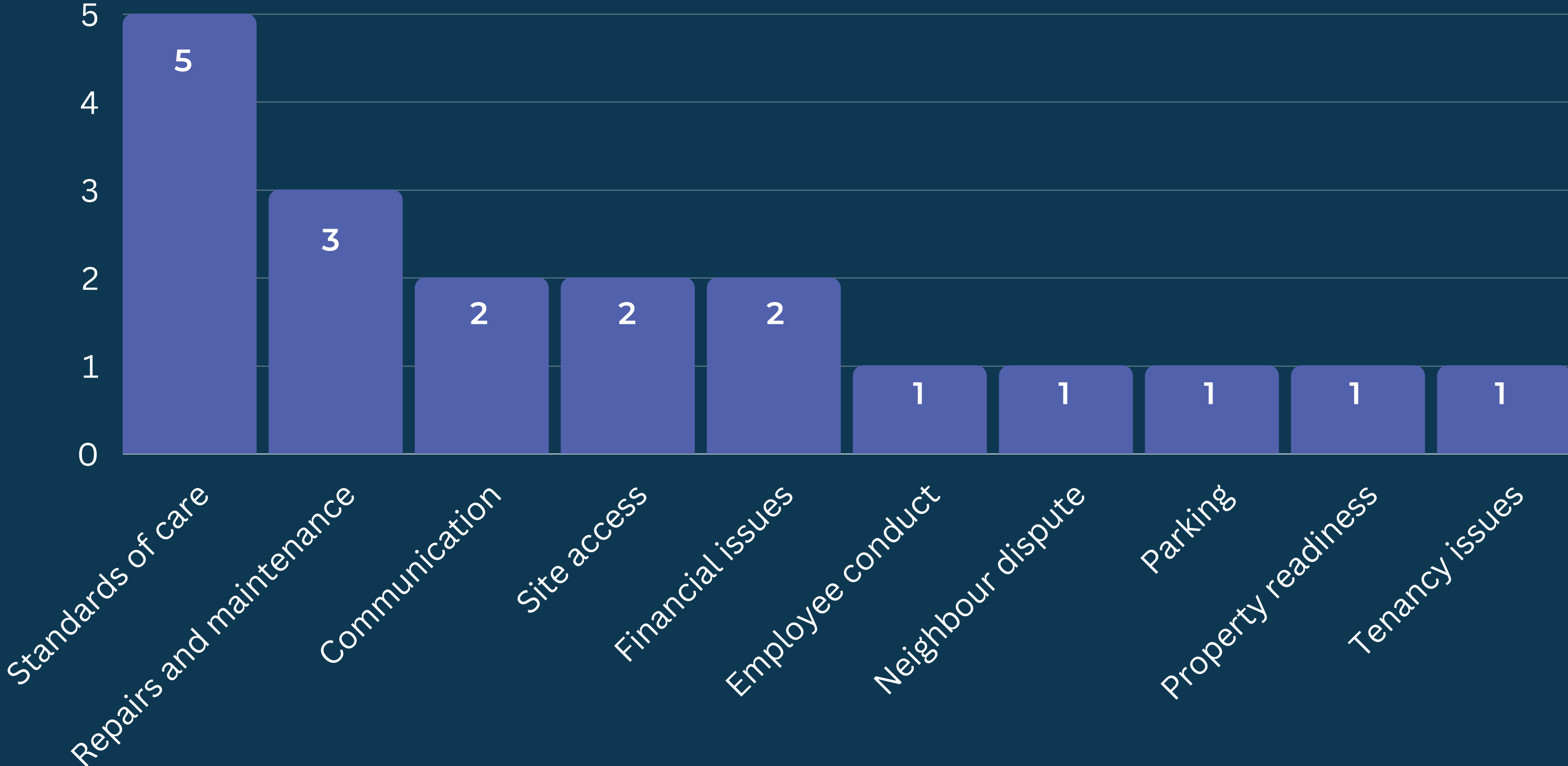
**During the quarter for care homes, this works out as:**

**0.003**  
complaints per place

1 complaint per

**334**  
care places

# Issues raised in complaints



# Timeliness of responses

**89%**  
**(17)**

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

- Reasons for not meeting the deadline specified in our policy include the initial complaint going into the complaints spam folder in error.

**58%**  
**(11)**

**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 further information needing to be sought from the complainant.