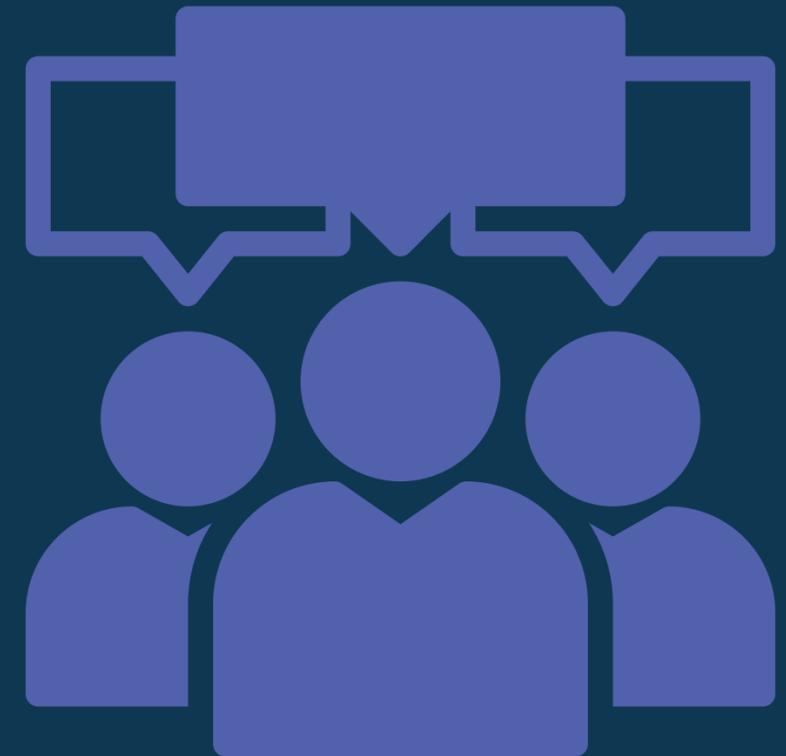




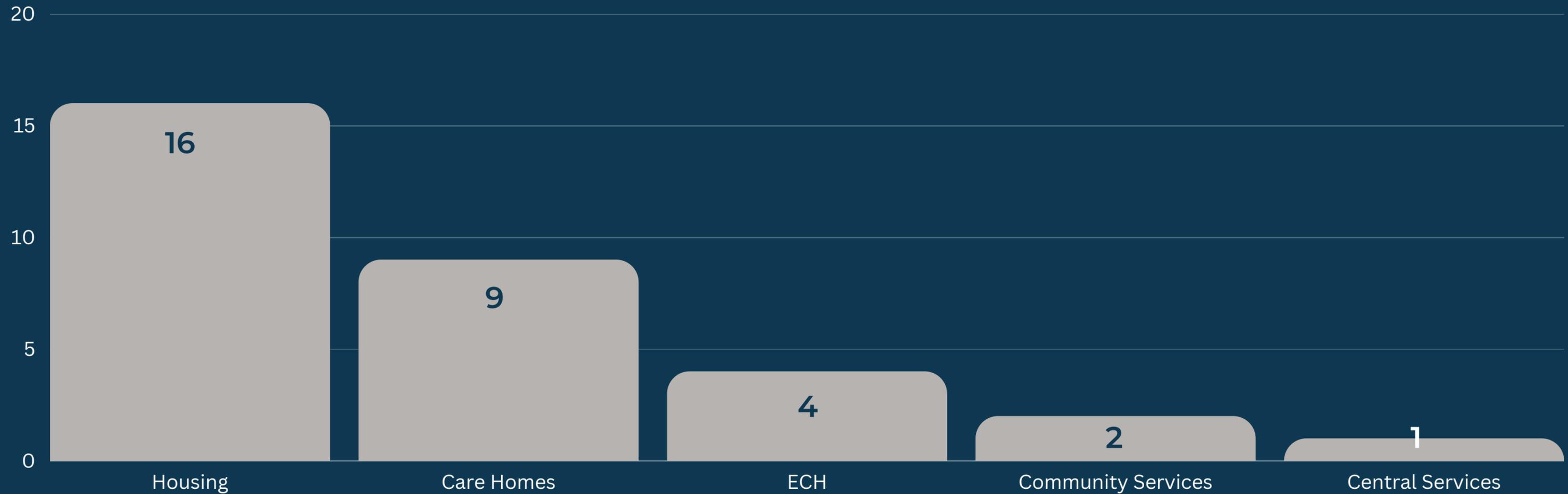
Complaints and Compliments

Q3 (October - December) 2022/23



Number of complaints and compliments received

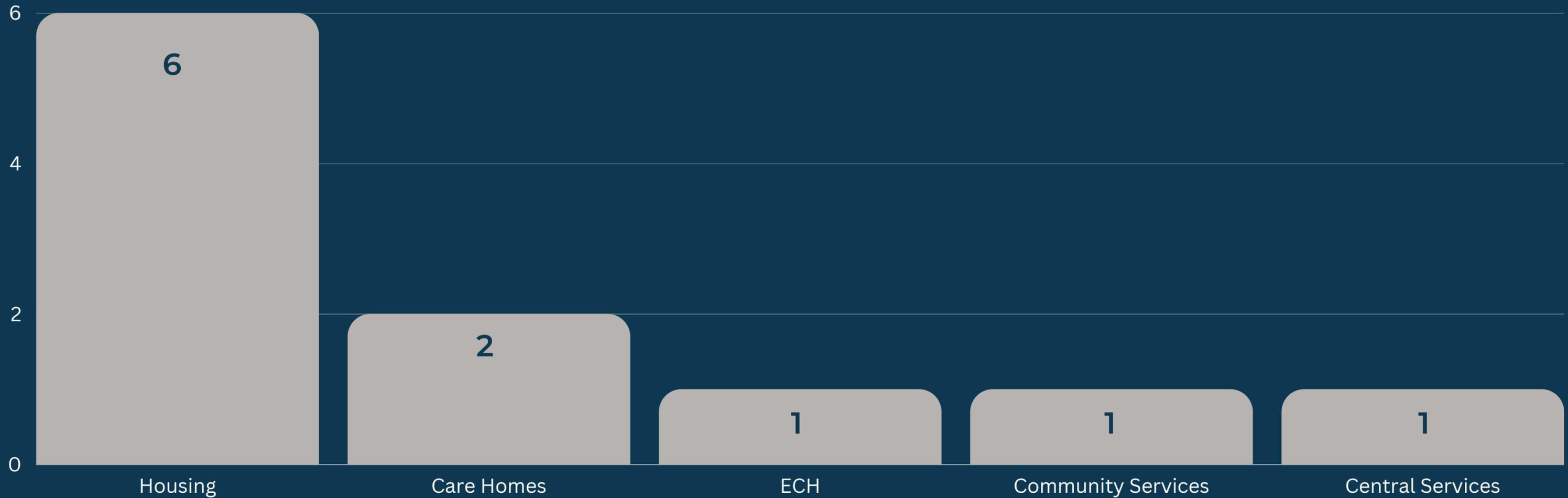
32 stage 1 complaints were received during Q3:



1 complaint was escalated to the second stage in the quarter. This concerns Central Services.

Number of complaints and compliments received

11 compliments were received during Q3:



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

0.017
complaints per household

1 complaint per
57.25
households

During the quarter for ECH, this works out as:

0.017
complaints per household

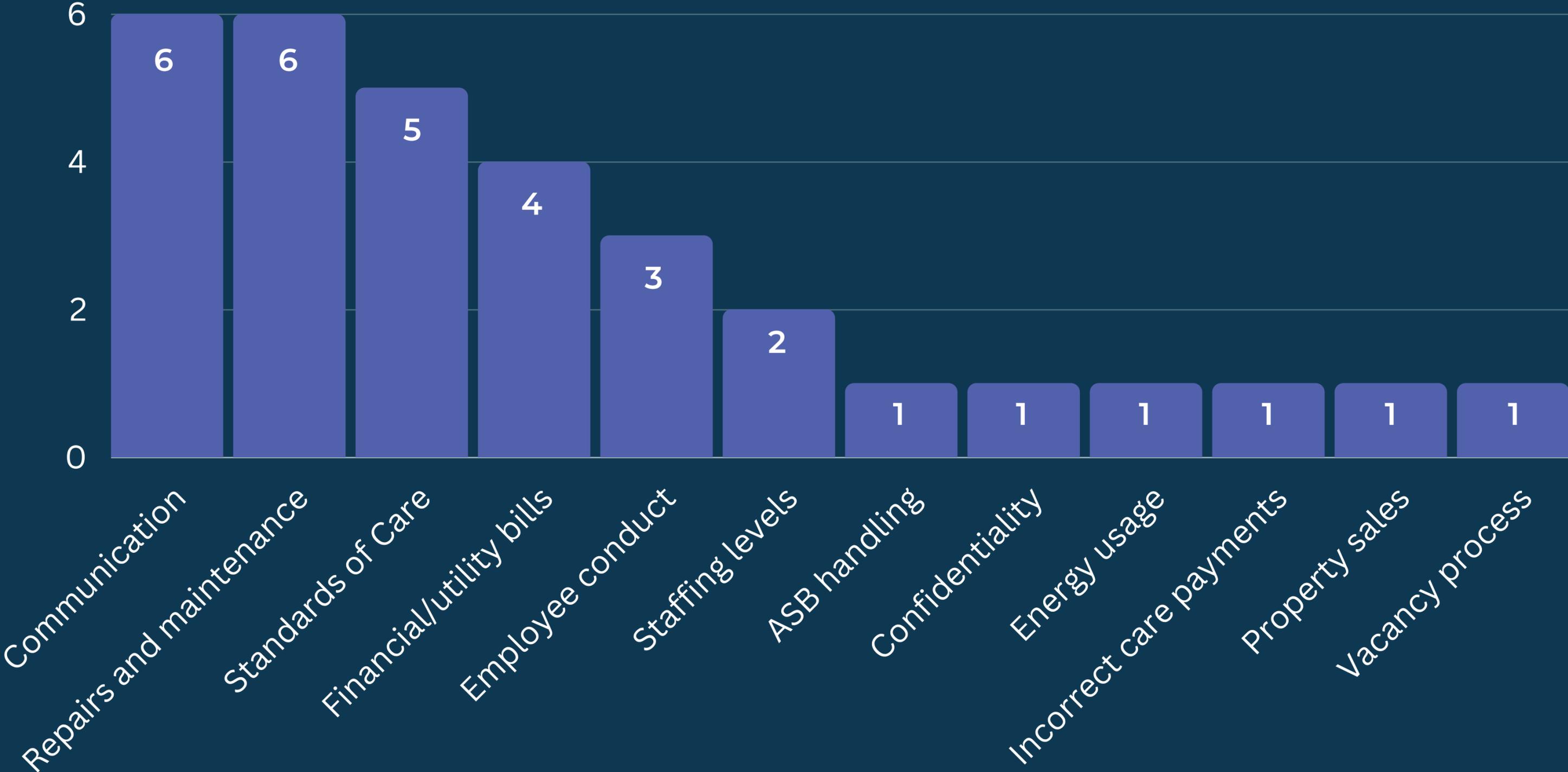
1 complaint per
58.5
households

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

0.027
complaints per place

1 complaint per
37.1
care places

Issues raised in complaints



Timeliness of responses

94%
(30)

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

- Reasons for not meeting the deadline specified in our policy include; additional emails relating to the same complaint which required individual acknowledgements.

81%
(26)

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, complaints being investigated as part of ongoing correspondence and the availability of a tenant to arrange a site visit.