



Complaints and Compliments

Q4 (January - March) 2023



Number of complaints and compliments received

26 stage 1 complaints were received during Q4:

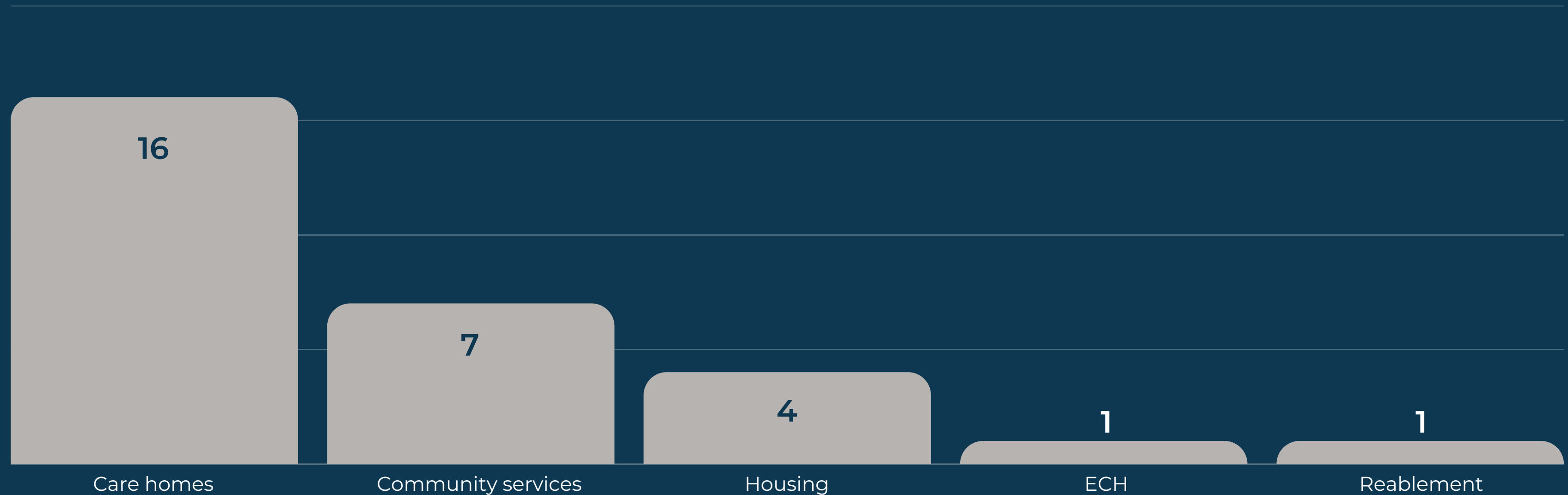


5 complaints were escalated to the second stage in the quarter.

3 of these related to ECH and 2 related to housing.

Number of complaints and compliments received

29 compliments were received during Q4:



Based on 926 sheltered housing units this works out as (against 14 housing complaints):

0.015
complaints per household

1 complaint per
66.14
households

Based on the 234 ECH units this works out as (against 4 ECH complaints):

0.017
complaints per household

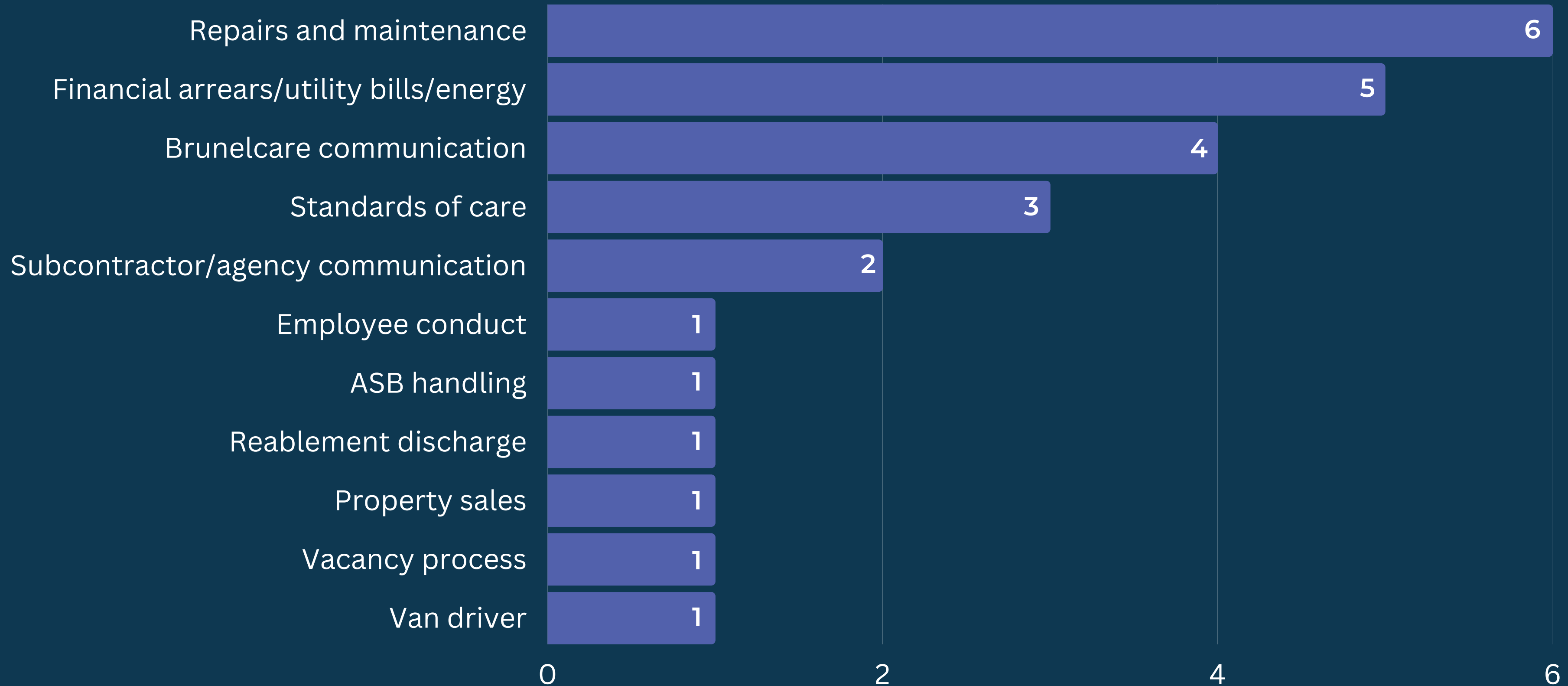
1 complaint per
58.5
households

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

100%
(26)

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

77%
(20)

of complaints were responded to within 10 working days.

- Reasons why this deadline was not met include; the complainant agreeing to an additional two days to collate the relevant information, to allow a health and safety assessment to be undertaken and a complainant being unwell and unable to attend an arranged resolution meeting.