



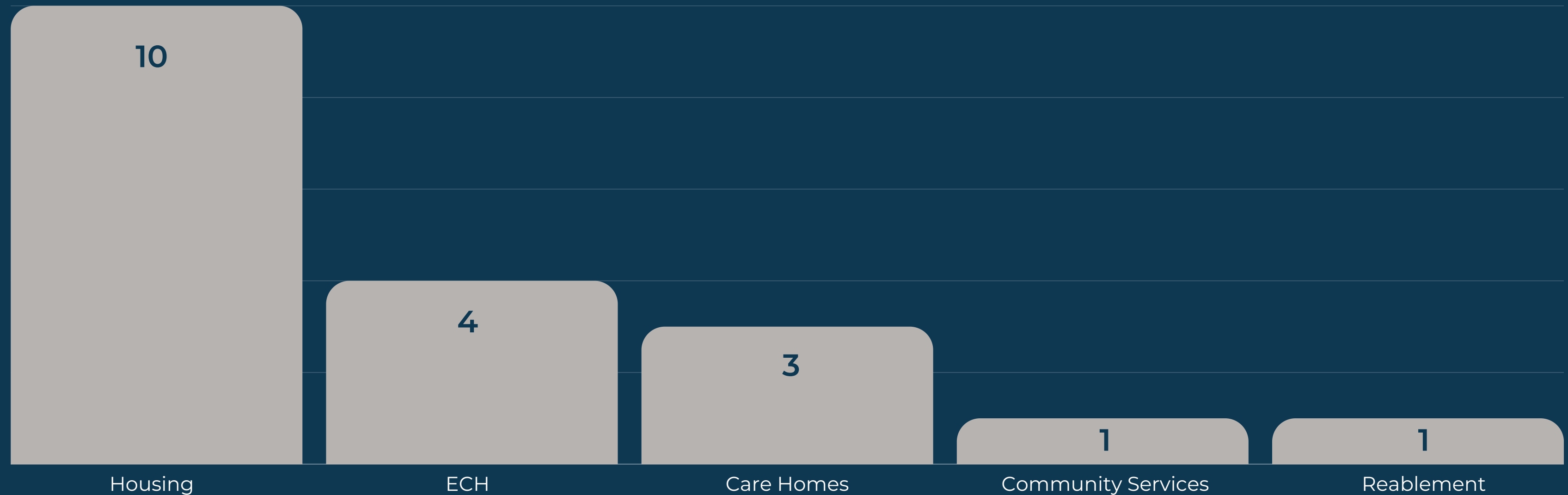
# Complaints and Compliments

Q1 (April - June) 2023



# Number of complaints and compliments received

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

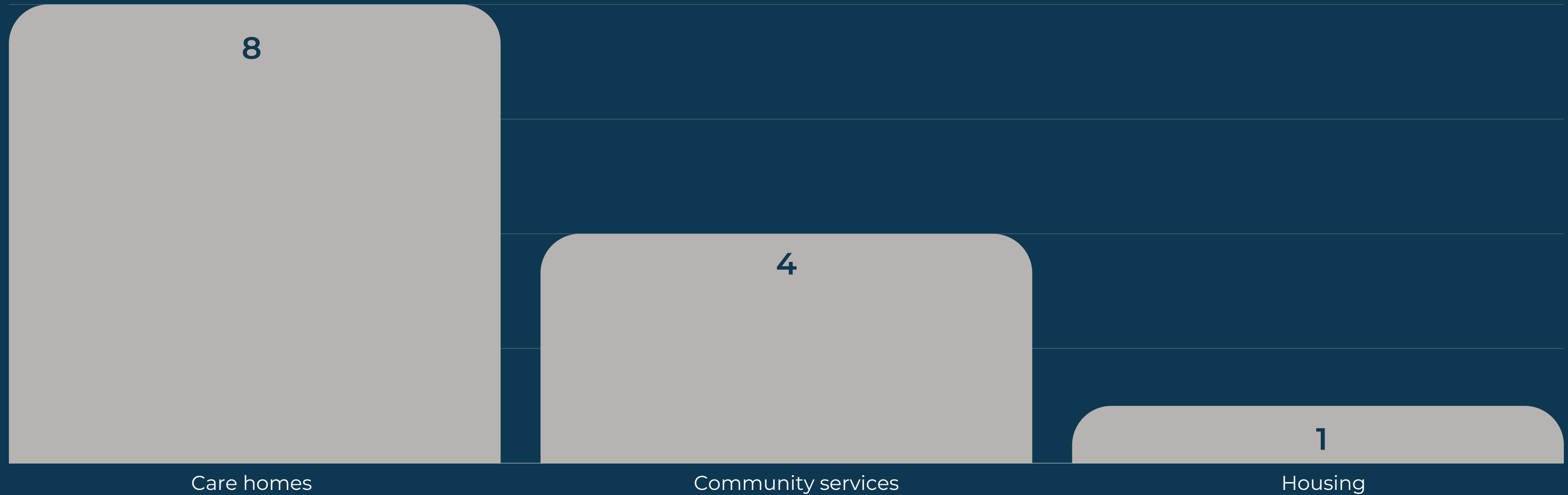


2 complaints were escalated to the second stage in the quarter.

Both of these were related to housing.

# Number of complaints and compliments received

**13 compliments were received during Q1:**



**Based on 926 sheltered housing units this works out as (against 10 housing complaints):**

**0.011**

complaints per household

1 complaint per

**92.60**

households

**Based on the 234 ECH units this works out as (against 1 ECH complaint):**

**0.004**

complaints per household

1 complaint per

**234**

households

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

**0.009**

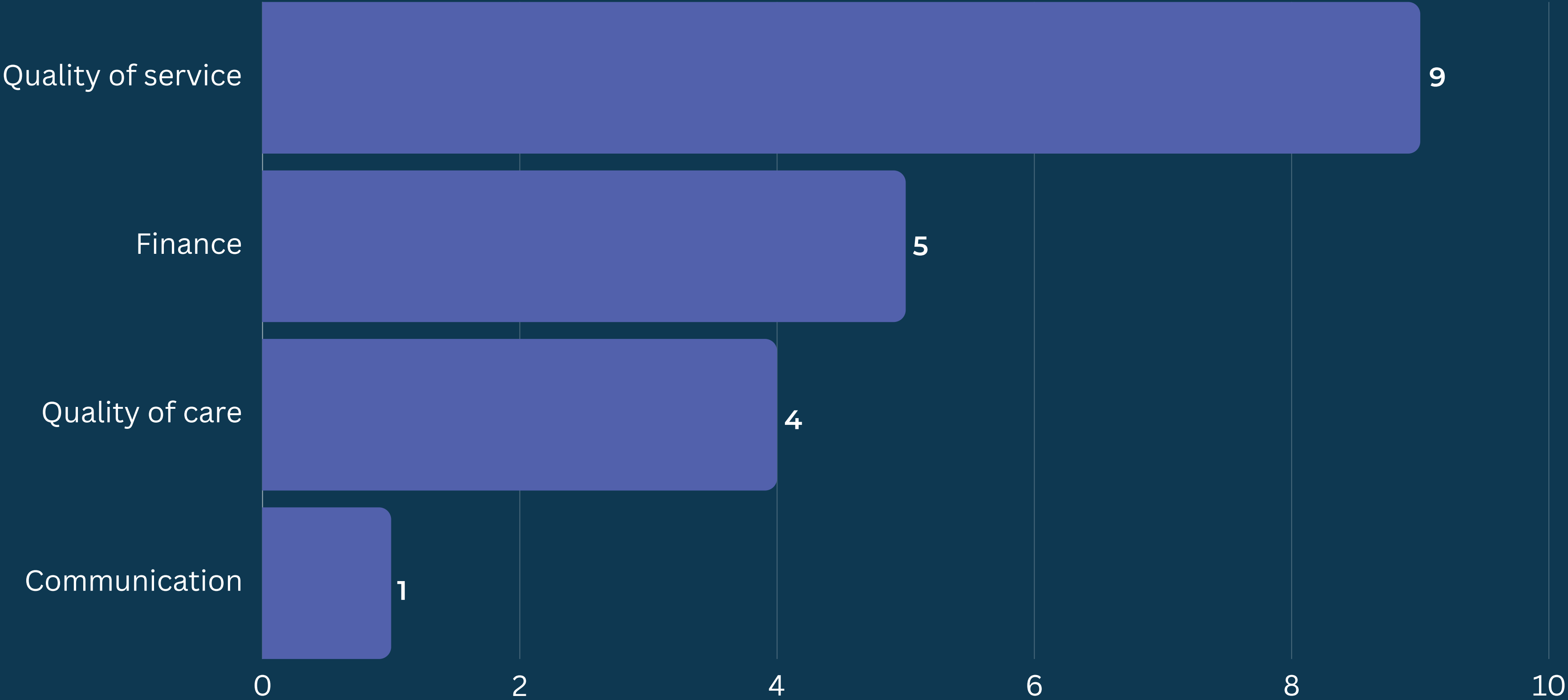
complaints per place

1 complaint per

**111.3**

care places

# Issues raised in complaints



# Timeliness of responses

**95%**  
**(18)**

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

**84%**  
**(16)**

of complaints were responded to within 10 working days.

- Reasons why this deadline was not met include; additional time being required to collate relevant information, to allow action to be taken by a subcontractor and to include the outcome from a planned resolution meeting.