



# Complaints and Compliments

Q2 (July - September) 2023



# Number of complaints and compliments received

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

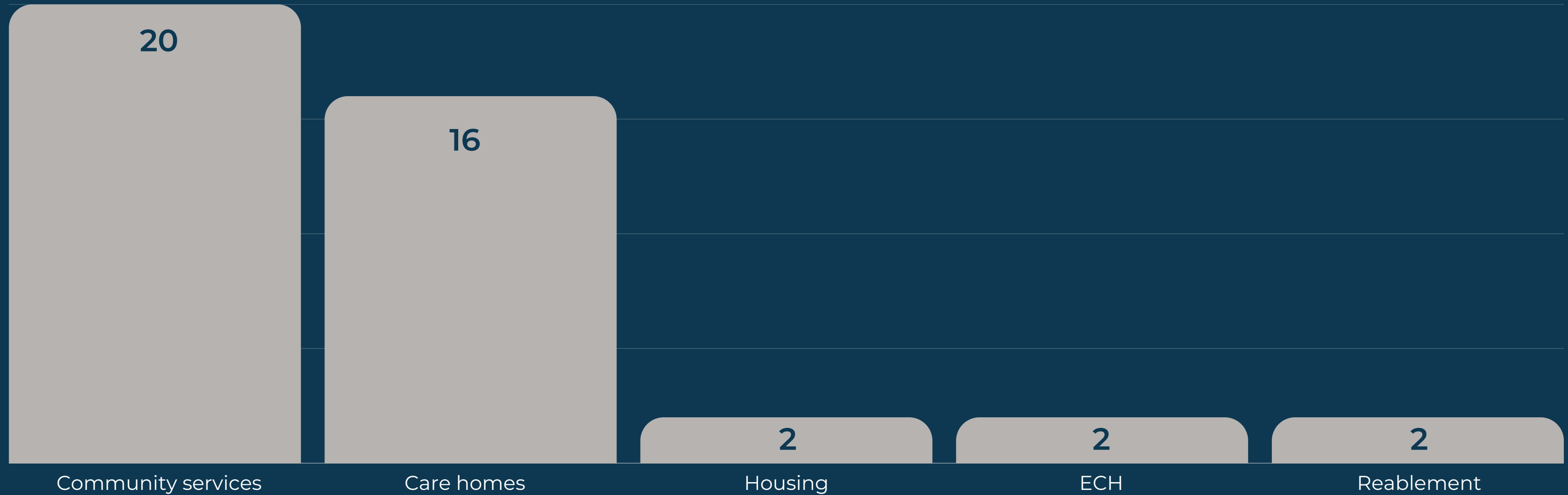


3 complaints were escalated to the second stage in the quarter.

All 3 complaints were related to housing.

# Number of complaints and compliments received

**42 compliments were received during Q2:**



**Based on 926 sheltered housing units this works out as (against 11 housing complaints):**

**0.012**  
complaints per household

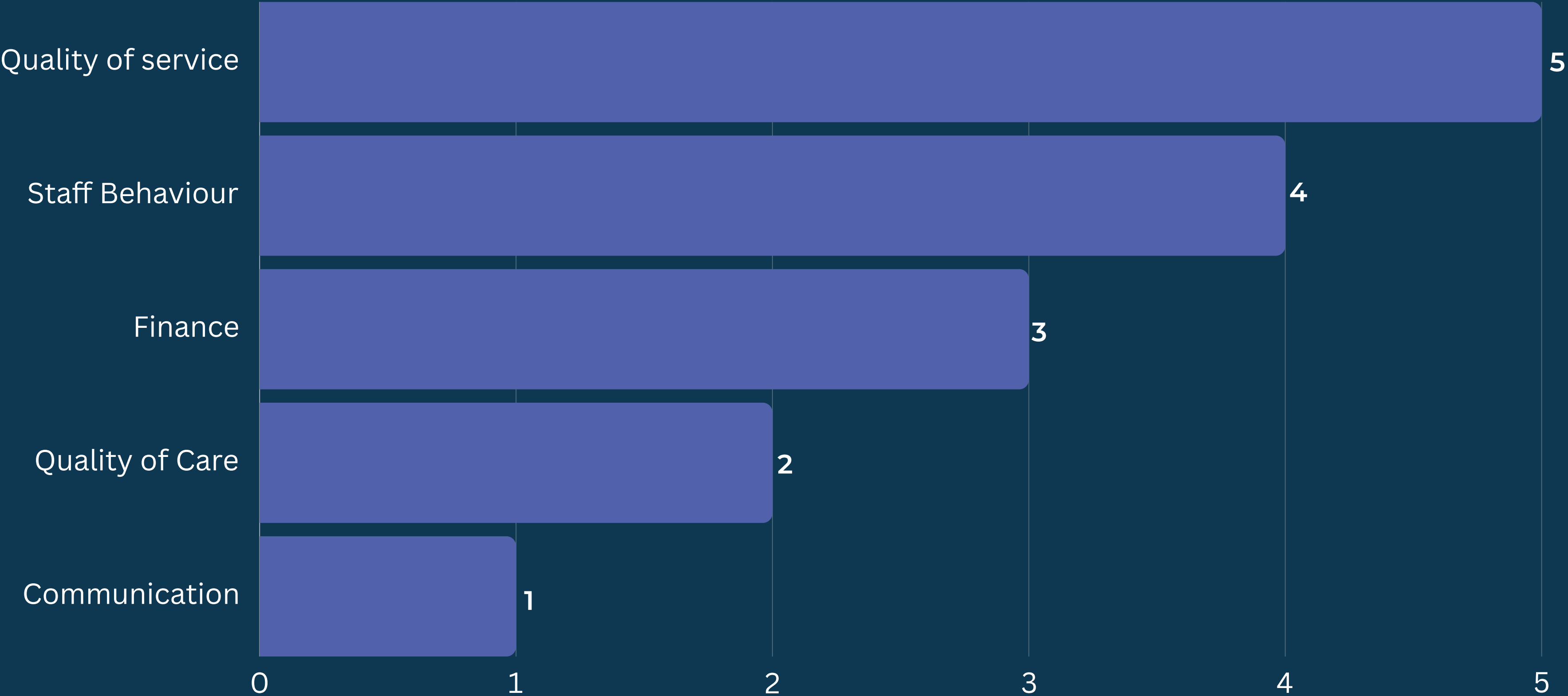
1 complaint per  
**84.18**  
households

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

**0.004**  
complaints per household

1 complaint per  
**234**  
households

# Issues raised in complaints



# Timeliness of responses

**100%**  
**(15)**

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

**87%**  
**(13)**

of complaints were responded to within 10 working days.

- Reasons why this deadline was not met include; extensions being agreed due to staff illness/annual leave.