



# Complaints and Compliments

Q1 (April - June) 2024



# Number of complaints and compliments received

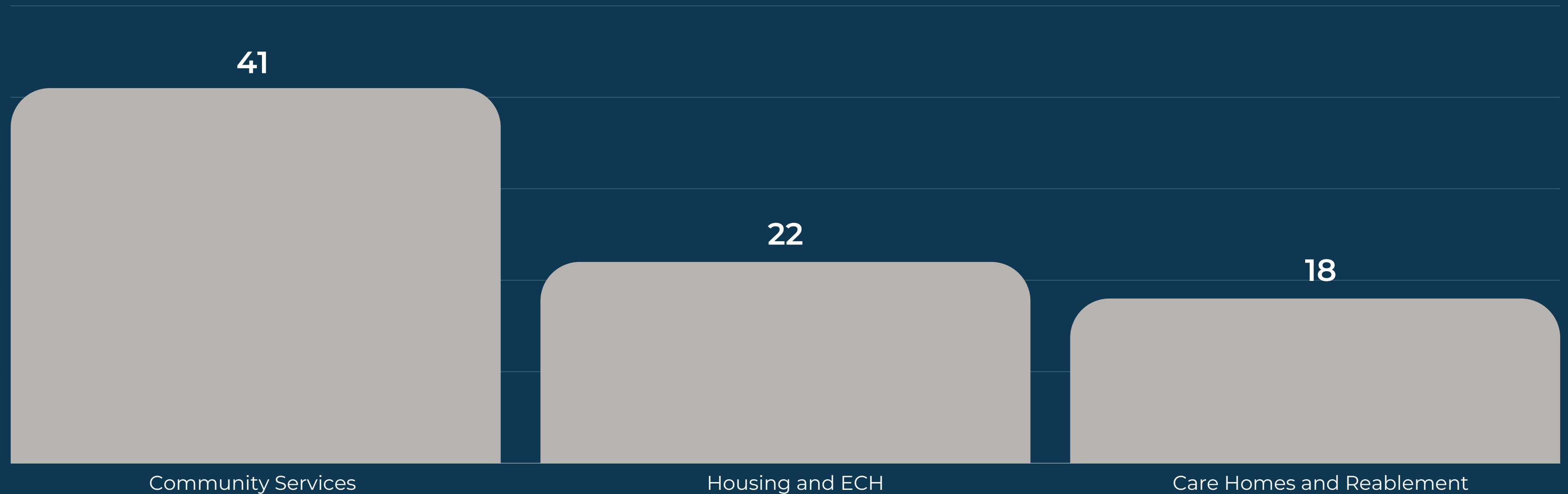
26 stage 1 complaints were received in Q1:



Four complaints were escalated to the second stage in this quarter.

# Number of complaints and compliments received

**81 compliments were received and recorded centrally in Q1:**



Many more cards and verbal compliments are received locally.

**Based on 916 sheltered housing units this works out as (against 17 housing complaints):**

**0.019**

complaints per household

1 complaint per

**53.9**

households

**Based on 290 extra care housing (ECH) units, this works out as (against 1 ECH complaint):**

**0.003**

complaints per household

1 complaint per

**290**

households

**Based on 382 beds in care homes and reablement, this works out as (against 6 complaints):**

**0.016**

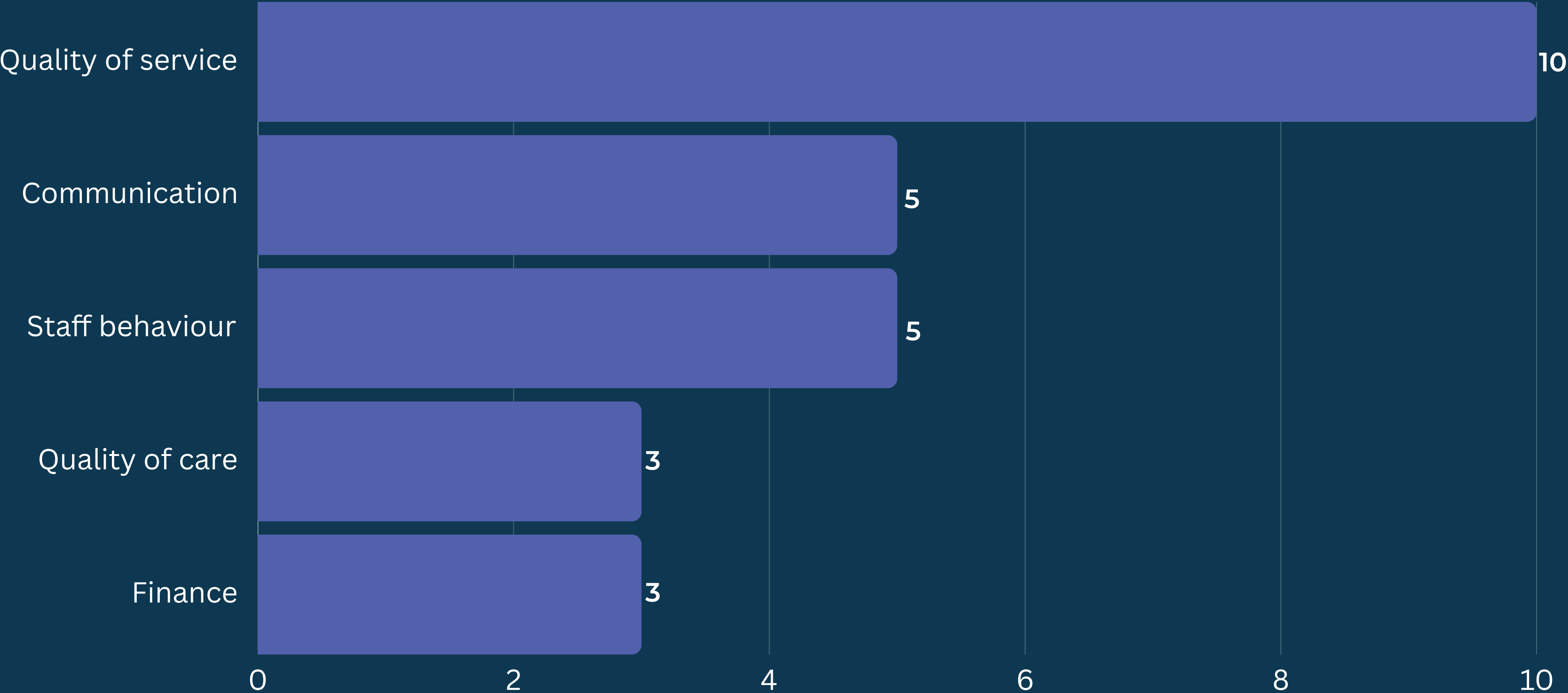
complaints per place

1 complaint per

**63.7**

care places

# Issues raised in complaints



# Timeliness of responses

**100%**  
**(26)**

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

**61%**  
**(16)**

of complaints were responded to within 10 working days.

- Reasons for not meeting the deadline for responding include: staff annual leave during the Easter period and the complexity of the complaint requiring further investigation. In each case, the complainant was informed of the extension and given a new deadline.