



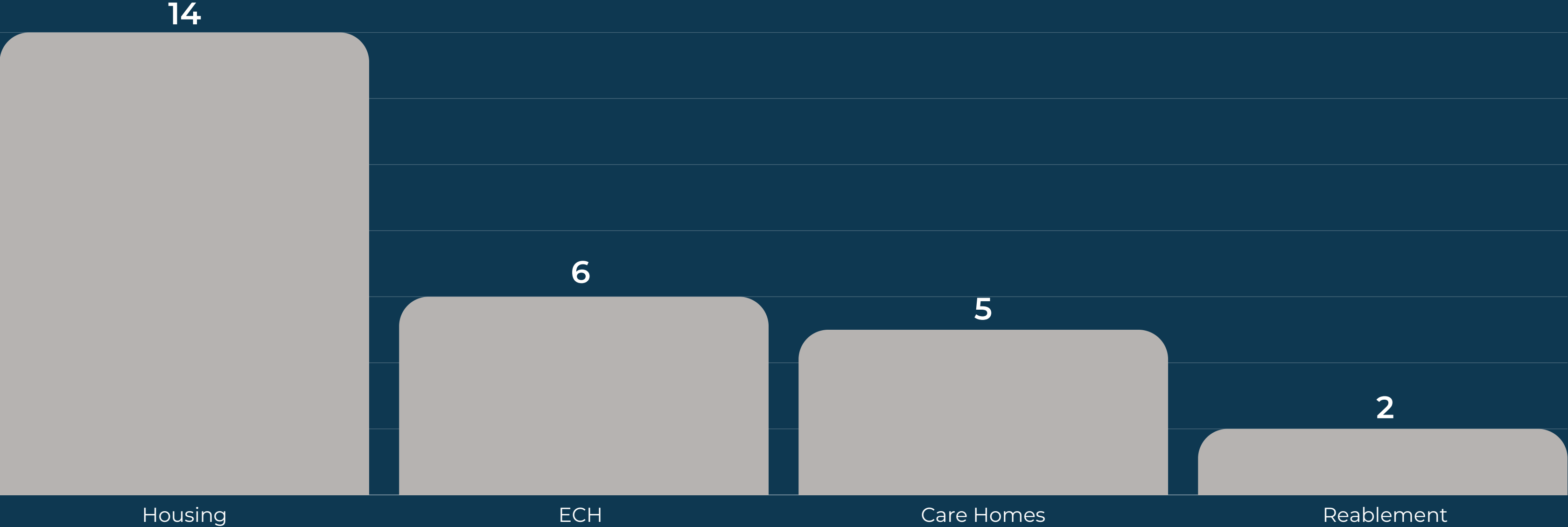
Complaints and Compliments

Q2 (July - September) 2024



Number of complaints and compliments received

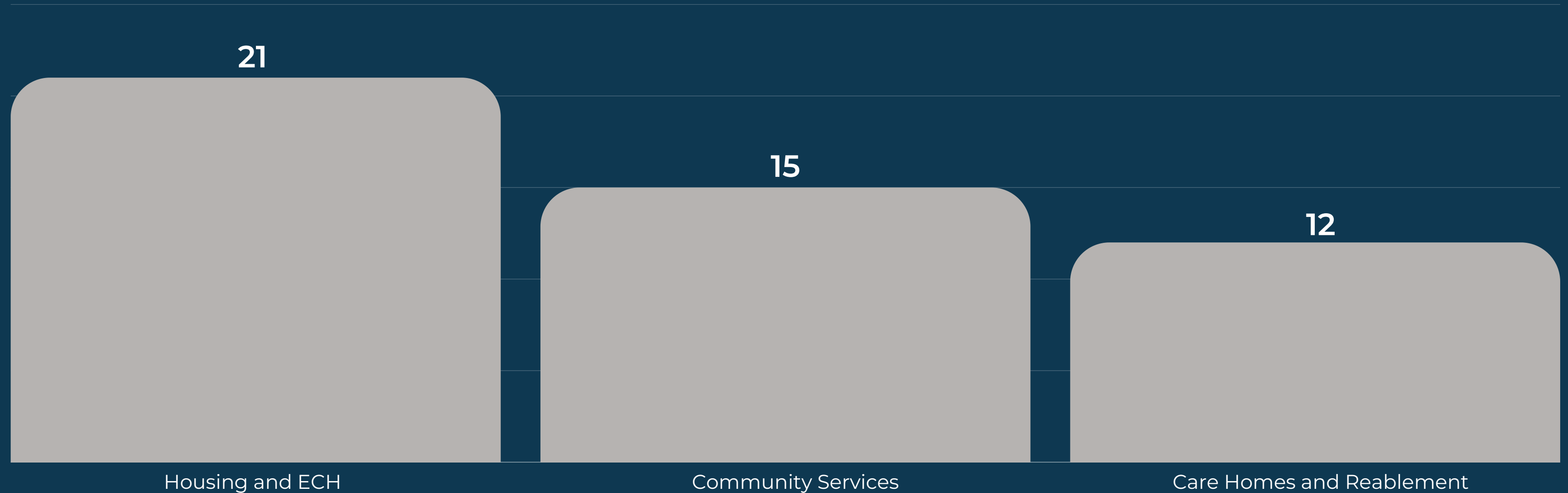
27 stage 1 complaints were received in Q2:



There was one complaint escalated to Stage 2 in this quarter.

Number of complaints and compliments received

48 compliments were received and recorded centrally in Q2:



Many more cards and verbal compliments are received locally.

Based on 916 sheltered housing units this works out as (against 14 housing complaints):

0.015

complaints per household

1 complaint per

65.4

households

Based on 290 extra care housing (ECH) units, this works out as (against 6 ECH complaints):

0.0261

complaints per household

1 complaint per

48.3

households

Based on 382 beds in care homes and reablement, this works out as (against 7 complaints):

0.018

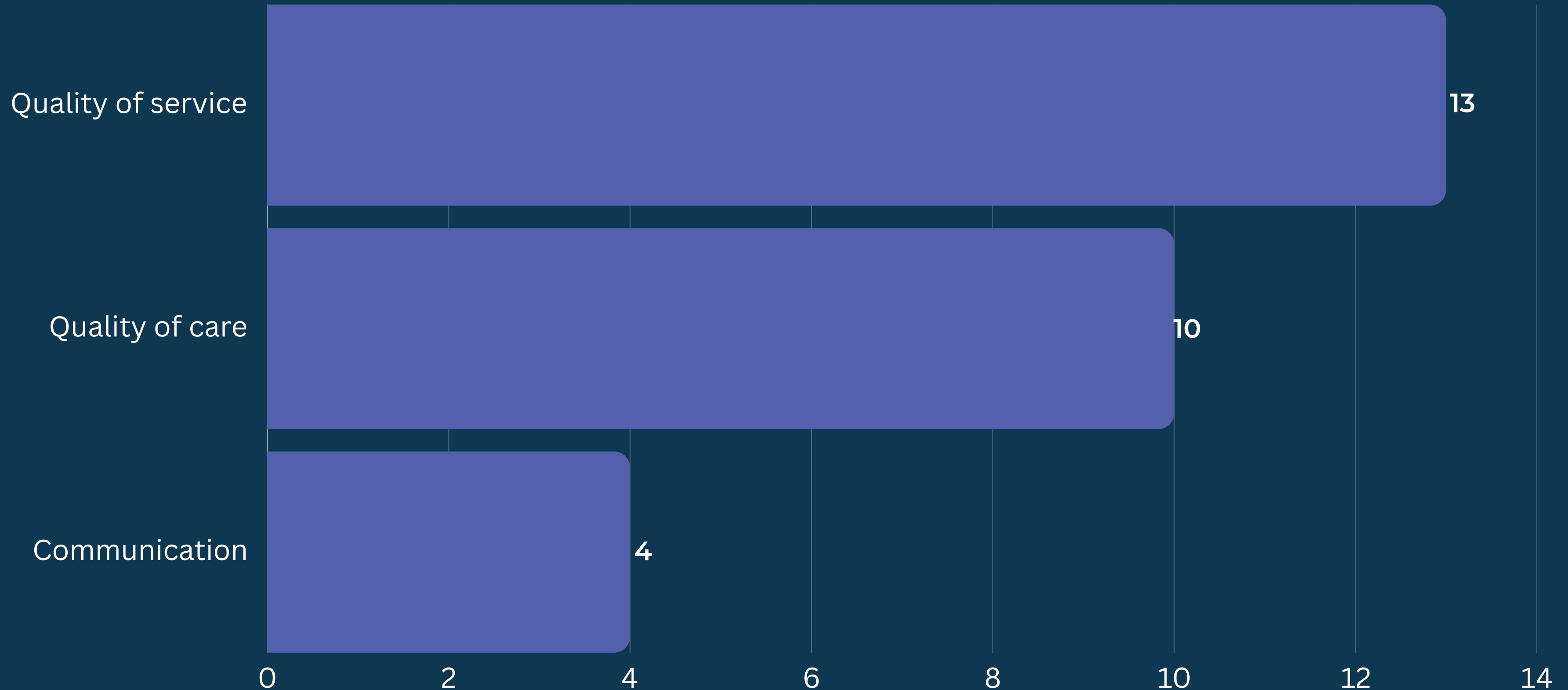
complaints per place

1 complaint per

54.6

care places

Issues raised in complaints



Timeliness of responses

96%
(26)

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

63%
(17)

of complaints were responded to within 10 working days.

- Reasons for not meeting the deadline for responding include: staff annual leave, sickness and prioritising of emergencies, complexity of the complaint, and sensitivity of complaint leading to disciplinary action. In each case, the complainant was informed of the extension and given a new deadline.