



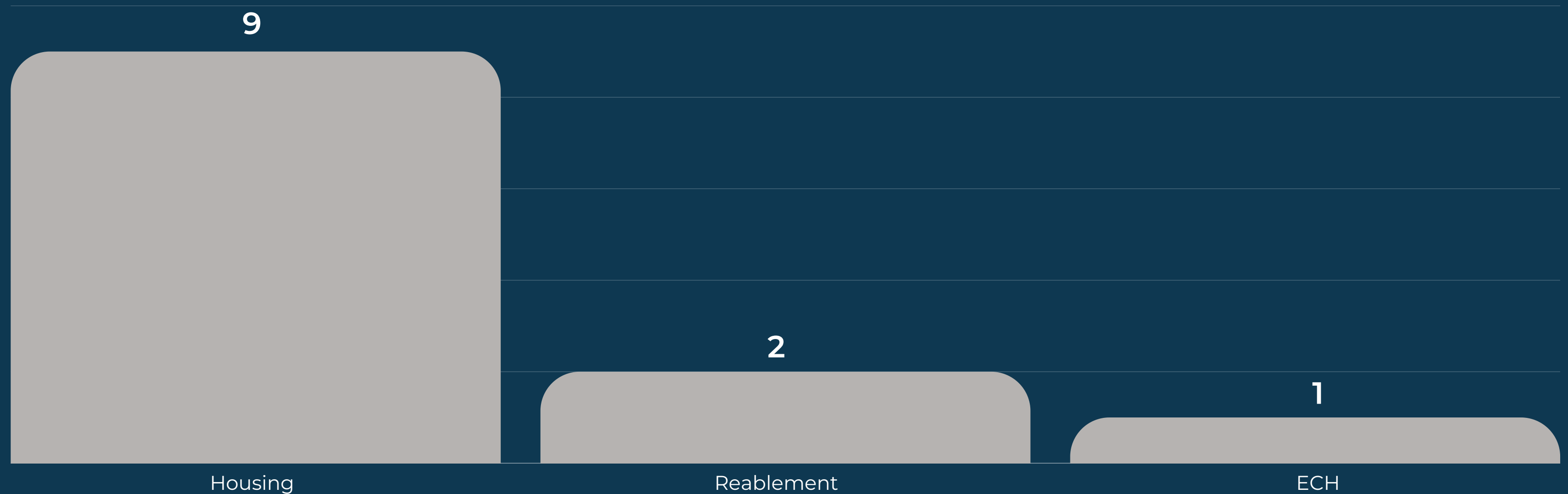
Complaints and Compliments

Q3 (October - December) 2024



Number of complaints and compliments received

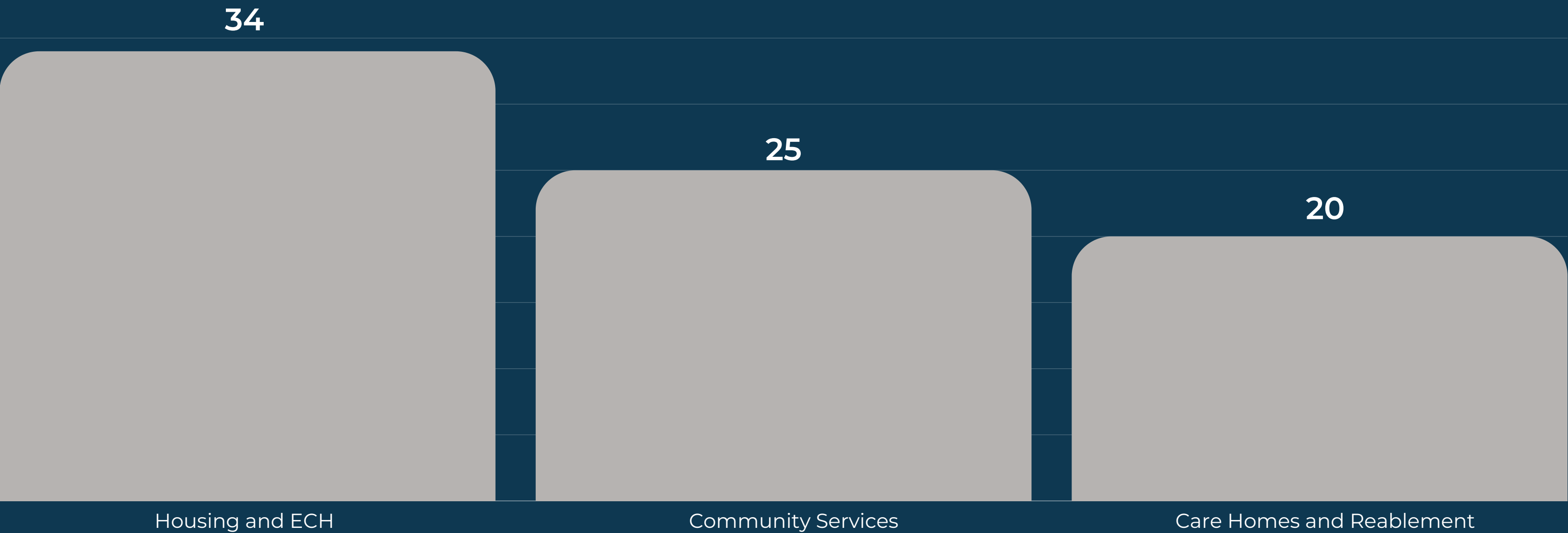
12 stage 1 complaints were received in Q3:



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

Number of complaints and compliments received

79 compliments were received and recorded centrally in Q3:



Many more cards and verbal compliments are received locally.

Based on 916 sheltered housing units this works out as (against 9 housing complaints):

0.010

complaints per household

1 complaint per

101.8

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 2 complaints):

0.005

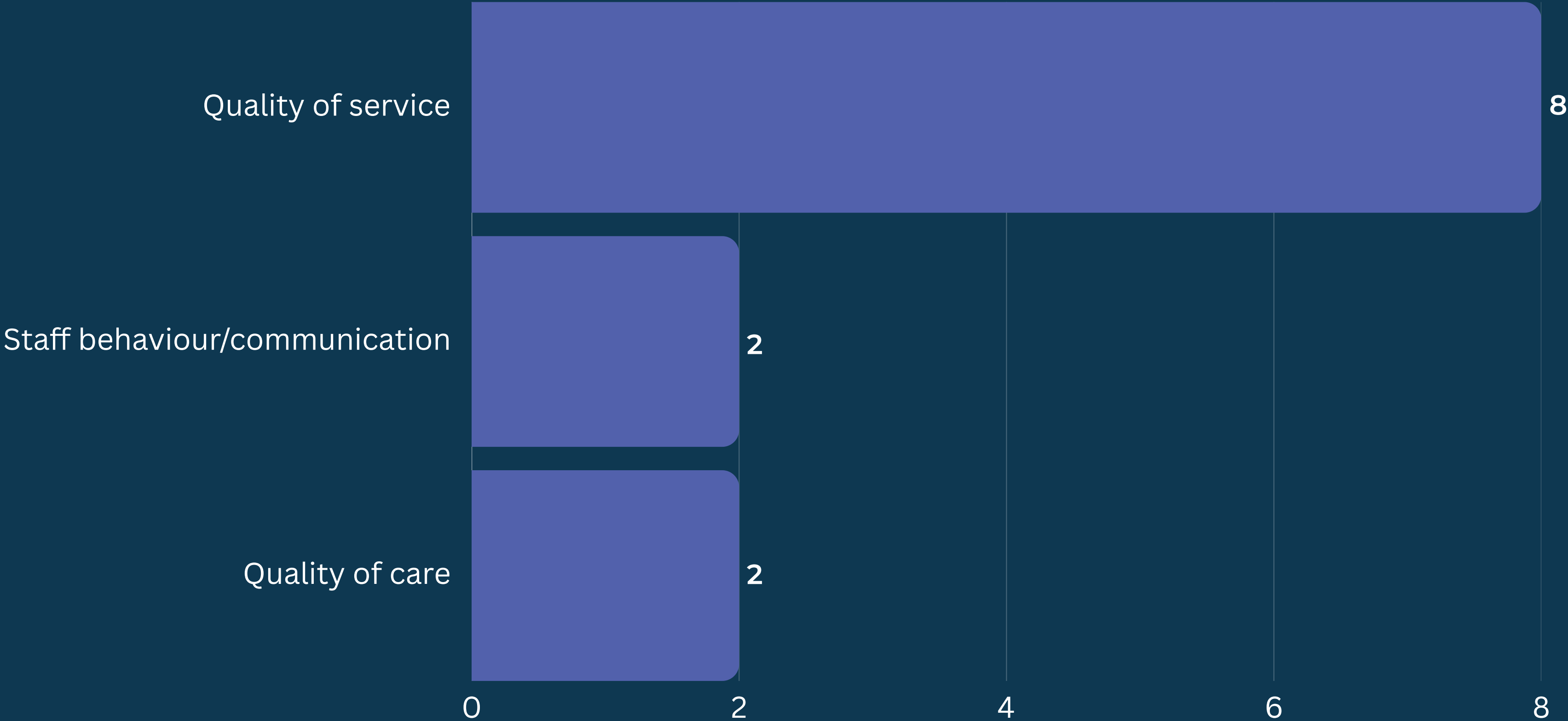
complaints per place

1 complaint per

191

care places

Issues raised in complaints



Timeliness of responses

100%
(12)

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

75%
(9)

of complaints were responded to within 10 working days.

- Reasons for not meeting the deadline for responding include: staff sickness and pre-booked annual leave over the Christmas period, and an extension to accommodate a meeting. In each case, the complainant was informed of the extension and given a new deadline.