

# COMPLAINTS

**We value all feedback about services we deliver to customers and understand that at times we do not always get things right.**

We want to hear from you! If you do not feel you have received the level of service you expect from us, so that we can learn and make improvements to our services.

The numbers of complaints received includes contact that has been logged as a formal complaint and not where contact is classified as a service request.

Service Area	Complaints Received
Housing Repairs	146
Housing Income	23
Allocations	32
Housing Options	9
Independent Living	8
Neighbourhoods	19
Capital Works	6
Housing Services and Strategy	4
<b>TOTAL</b>	<b>247</b>

## The Stages

Overview	Stage 1	Stage 2	Total
Upheld	80	17	97
Partially	43	n/a	43
Not Upheld	89	18	107
Not progressed / Withdrawn	13	0	13
Total Number of Complaints	212	35	247

**35** complaints not resolved under Stage One of the Complaints Process and investigated under Stage Two.

**17** complaints investigated under Stage Two were upheld.



**6** complaints were passed to the Housing Ombudsman with three being upheld and one still under investigation as at 31st March 2023. You can view all decisions of the Housing Ombudsman by visiting <https://www.housing-ombudsman.org.uk/decisions/>.

**Every complaint received is reviewed to identify any learning to be undertaken to improve services.**

The main reason for complaints received in 2022/23 was about an unacceptable standard of quality of service received. Employees have been reminded about the importance of maintaining accurate records. Also, the need to communicate with tenants and provide services in a timely manner.

Another learning point was how we dealt with damp and mould complaints. We developed and implemented a new 'Reports of Damp and Mould' procedure, aiming to inspect properties within seven days.

**If you have an issue with damp and mould, please let us know as soon as possible.**