

Annual Complaints Report

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| Period Q1 – Q4 | 2020 - 2021 |
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| Stage 1 | Number |
|-----------------------------------|---------------|
| Number received: | 47 |
| Number Upheld: | 21 |
| Number Not Upheld: | 20 |
| Number partially upheld: | 1 |
| Number On-going: | 0 |
| Number based on equalities: | 0 |
| Number resolved within timescale: | 46 |
| Average No of days to resolve: | 5 |

| Stage 2 | Number |
|-----------------------------------|---------------|
| Number received: | 6 |
| Number Upheld: | 3 |
| Number Not Upheld: | 0 |
| Number partially upheld: | 3 |
| Number On-going: | 0 |
| Number based on equalities: | 0 |
| Number resolved within timescale: | 6 |
| Average No of days to resolve: | 11 |

| Stage 1 – Complaints Issues | Number | % of all |
|-----------------------------|--------|----------|
| Contractors | 10 | 21 |
| Estate Management | 17 | 36 |
| Repairs | 6 | 13 |
| Policy | 6 | 13 |
| Allocations | 1 | 2 |
| Staff | 4 | 9 |
| Other | 3 | 6 |

| Stage 2 – Complaints Issues | Number | % of all |
|-----------------------------|--------|----------|
| Repairs | 3 | 50% |
| Policy | 1 | 16% |
| Staff | 1 | 16% |
| Contractors | 1 | 16% |

Stage1 - Outcomes

- Anti Social behaviour policy and procedure reviewed to ensure it was still effective.
- Out of hours emergency repairs service reviewed to ensure all calls receive a response.
- Introduction of paint packs

Stage 2 - Outcomes

- Introduction of higher void standard and paint packs