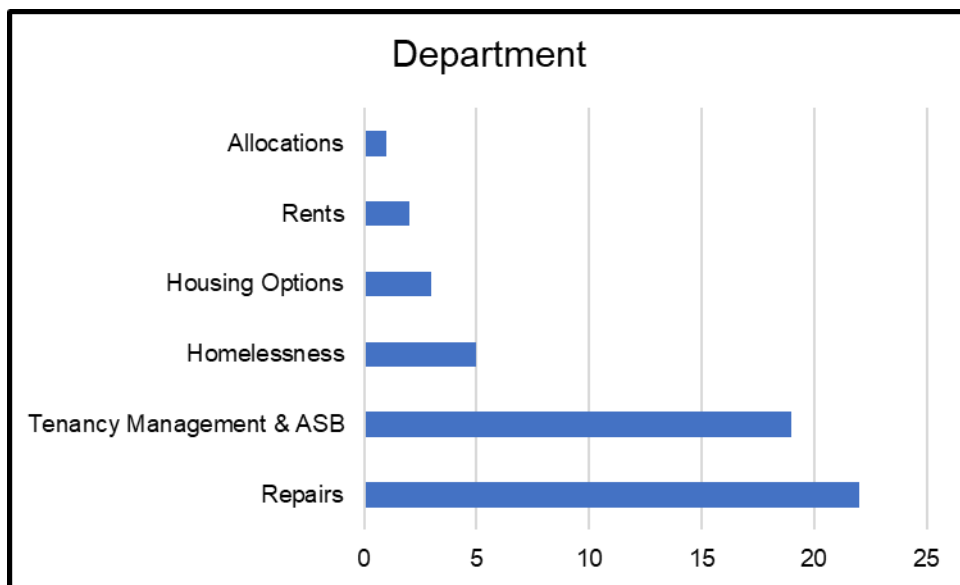


## Appendix D - Housing Complaints 2022 -2023

During the year 2022 -2023 the Housing service received 52 Stage 1 formal complaints and 9 Stage 2 complaints. Informal complaints are not considered for the purpose of this review.

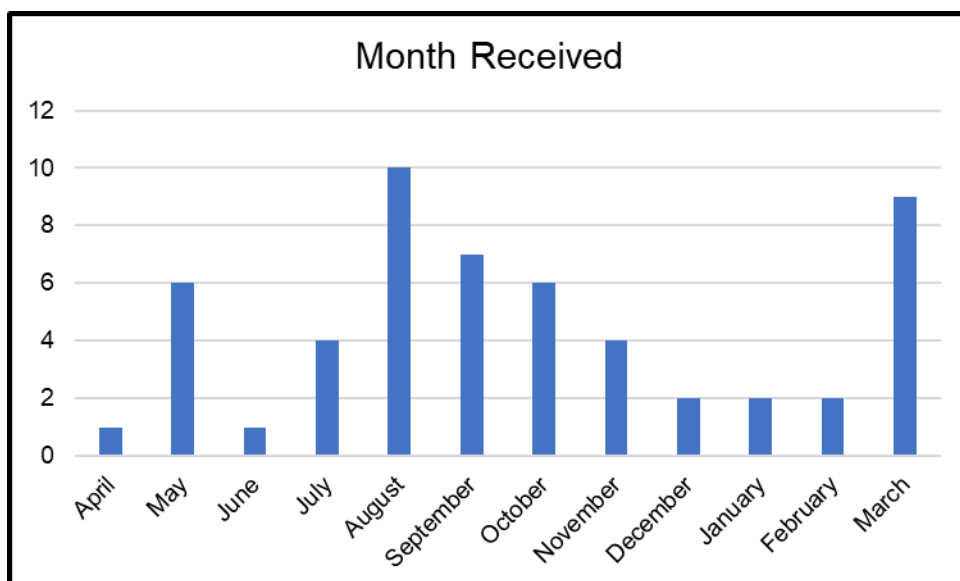
### Complaints received by housing team

Housing Repairs and Tenancy Management/ASB received the highest number of complaints by service area.



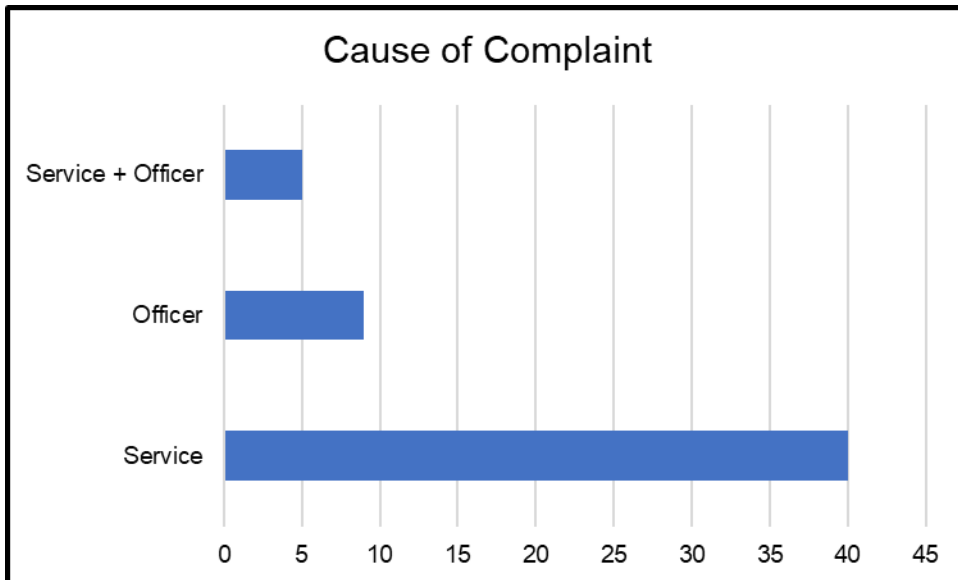
### Frequency of complaints

The Housing Service received most complaints in the months of August and March. April and June had the lowest number of complaints reported.



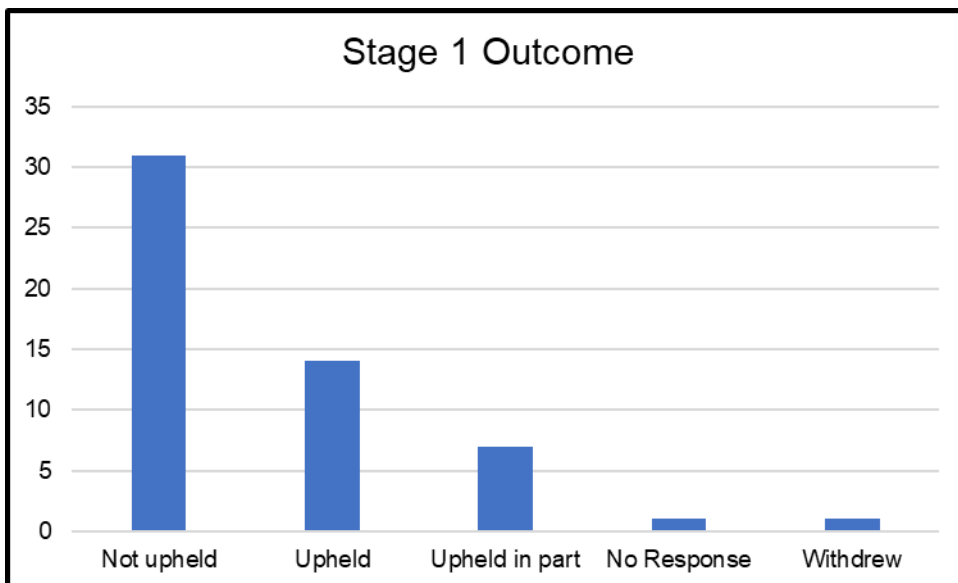
### Nature of complaints

Service level was the highest reason for a complaint, with almost 75% of complaints being based solely on services received from the council. 16% of complaints focussed on individual officers, with the remaining having issues with both the service and the officer involved.



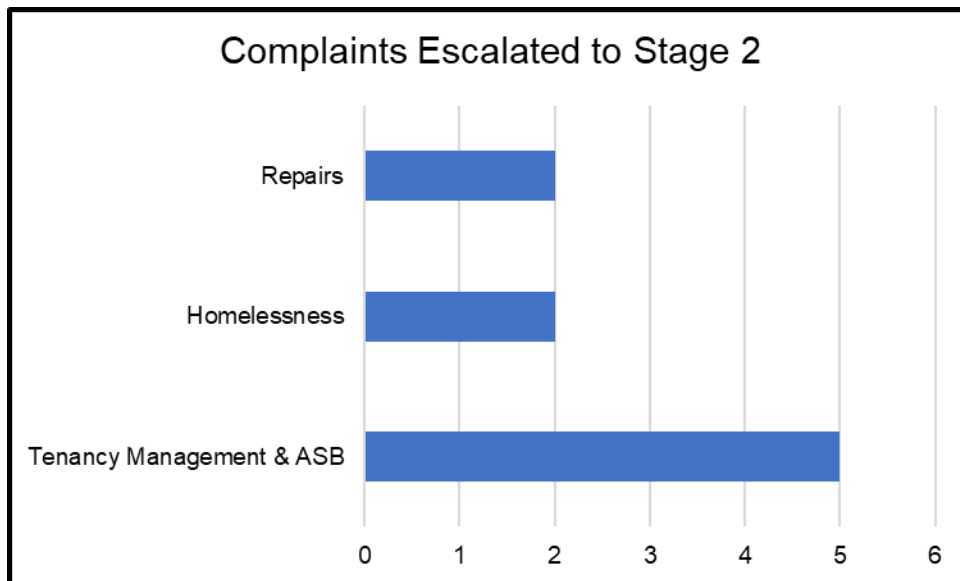
### Outcomes of Stage 1 complaints

Over 57% of formal complaints were not upheld and did not show a shortfall in service or officer performance. Only 14 complaints were fully upheld during the year. Only 14 complaints were fully upheld during the year.



## Stage 2 Complaints

There were 9 complaints that were escalated to Stage 2 throughout 2022 – 2023, with the highest proportion coming from Tenancy management and ASB.



## Key comments from complaints

The following are key broad topics complained about:

- Officer attitude
- Repair time/quality of repair
- Informal complaints/ Queries not being acted on by Tenancy Management/ASB
- Appointments being cancelled/rearranged – Repairs
- Poor communication
- Unhappy with decisions

## Complaint handling process

Improvements regarding the general management and standardisation of all complaints is a priority for the housing service. The service will also be looking to implement processes in relation to continuous learning, to ensure that any areas of improvement are considered by each service area. Further work is under way to develop process into the management and recording of informal complaints.