

# Tenant and Leaseholder Panel Housing Complaints

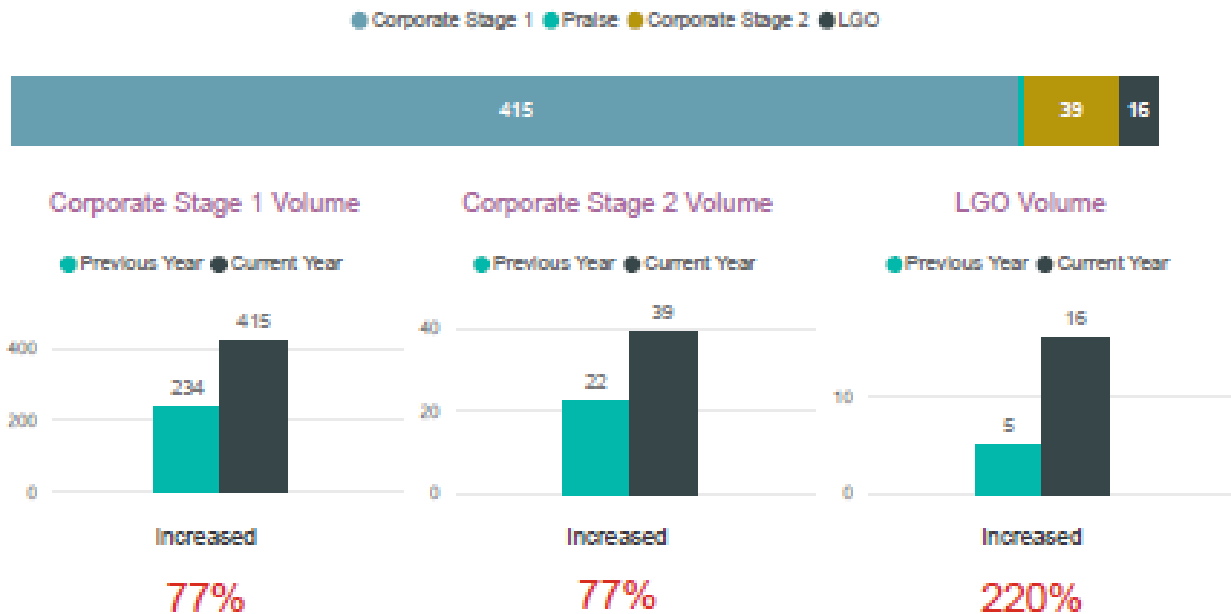
*Housing Complaints Q1 2024-5  
October 2024*

## *To Note*

- This report compares the numbers and performance for complaints about services provided by Housing for April – June 2024 (Quarter 1) to Quarter 1 in 2023
- The numbers of stage 1, stage 2 and Ombudsman complaints have all increased between 2023 and 2024
- The Housing Assets and Repairs received the highest number of complaints compared to other areas of Housing.
- The SLA to respond to complaints is not being met but is improving over time.
- Most frequent complaint themes are “delay in delivery of service”.
- A new Customer Insight Manager is reviewing the Housing approach to handling complaints. This has involved conducting several focus groups to involve a range of residents who have used the complaints process and gather further insight into what needs to improve.
- A complaints improvement plan will be developed as a result of this engagement.

## 4. Housing - Complaints & LGO Cases

Departmental Complaint Distribution by Complaint Type

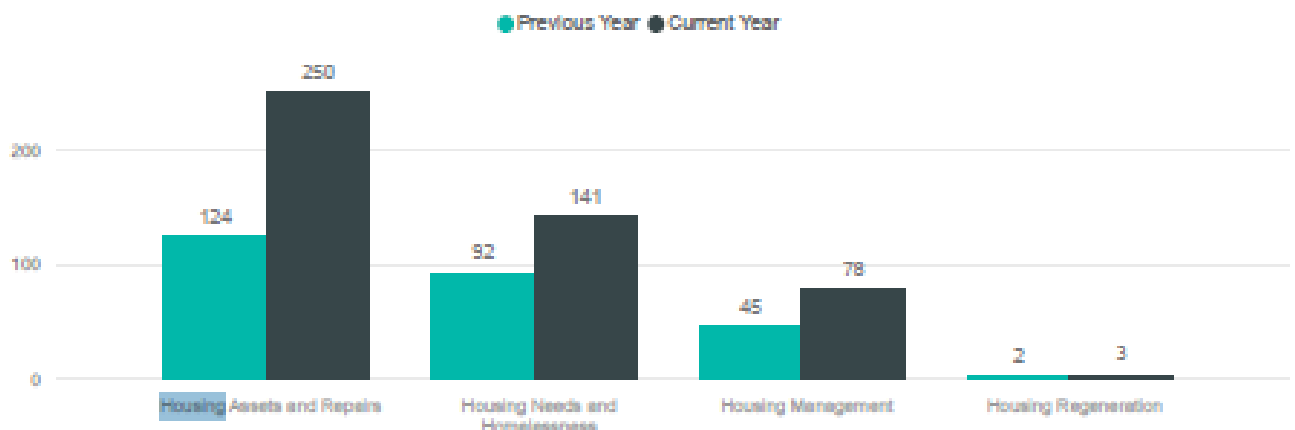


4.1 The volume of stage one has increased by 181 complaints compared to the same period last year

4.2 The volume of stage two has increased by 17 complaints compared to the same period last year

4.3 The volume of LGO has increased by 11 investigations compared to the same period last year

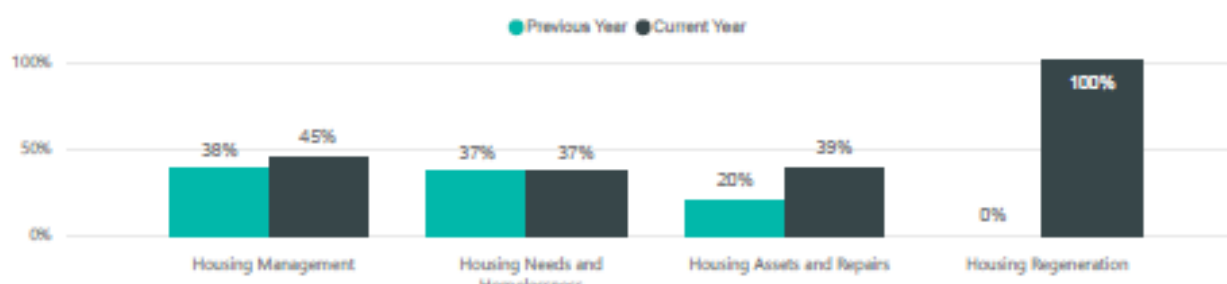
Total Complaints by Division



4.4 Total volumes of complaints at stage one, two and LGSCO Investigations by service team

## 4. Summary by Division - Housing

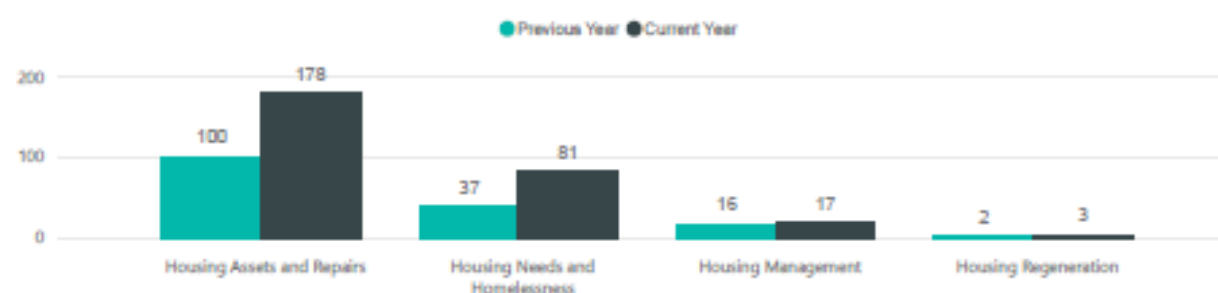
### Complaint SLA % by Division



#### 4.5 The SLA % of complaints by Division for Q1 of 2024

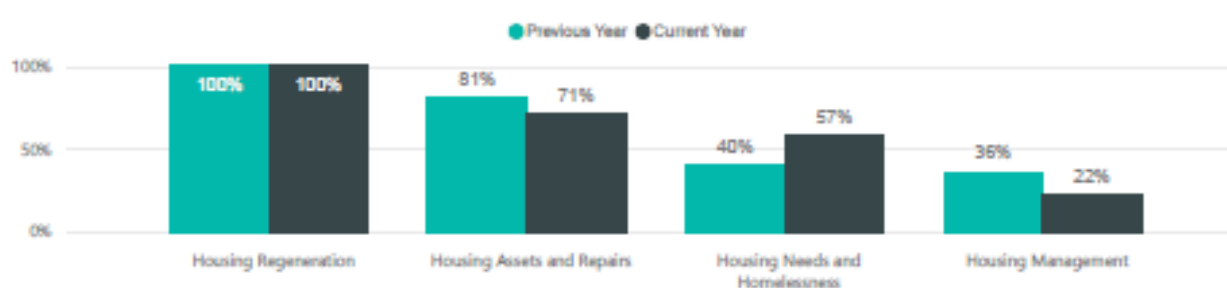
Often cases will extend due to their complexity and in consultation with the complainant. Cases that have been extended are not included

### Complaint Upheld Volume by Division



#### 4.6 The volume of upheld complaints by Division for Q1 of 2024

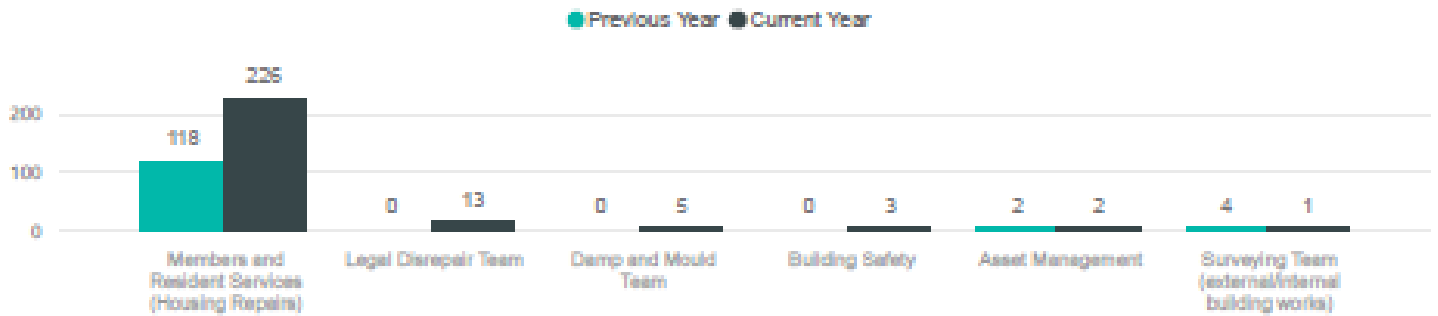
### Complaint Upheld % by Division



#### 4.7 The upheld % of complaints by Division for Q1 of 2024

## 4. Housing Assets and Repairs - Complaints

### Highest Complaint Volumes by Service Team



#### 4.8 Total volumes of complaints at stage one, stage two & LGO in the Housing Assets and Repairs division

#### Members and Resident Services (Housing Repairs)

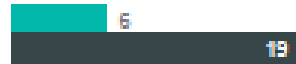
##### Corporate Stage 1 Volume

● Previous Year ● Current Year



##### Corporate Stage 2 Volume

● Previous Year ● Current Year



4.8 The volume of stage one has increased by 90 complaints

4.10 The volume of stage two has increased by 13 complaints

4.11 The volume of LGO investigations was 8 in 2024

#### Legal Disrepair Team

##### Corporate Stage 1 Volume

● Previous Year ● Current Year



##### Corporate Stage 2 Volume

● Previous Year ● Current Year



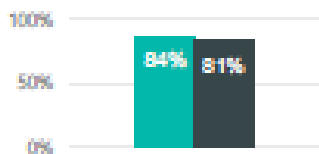
4.18 The volume of stage one has increased by 11 complaints

4.17 The volume of stage two has increased by 2 complaints

4.18 The volume of LGO investigations was 0 in 2024

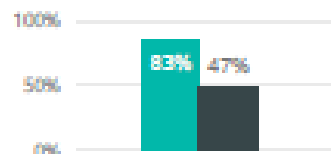
##### Corporate Stage 1 Upheld %

● Previous Year ● Current Year



##### Corporate Stage 2 Upheld %

● Previous Year ● Current Year

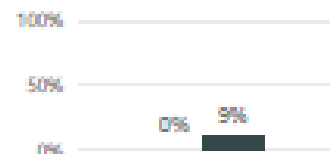


4.12 81%, or 162 complaints were upheld at stage one.

4.13 47%, or 9 complaints were upheld at stage two.

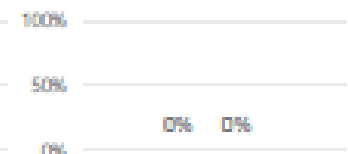
##### Corporate Stage 1 Upheld %

● Previous Year ● Current Year



##### Corporate Stage 2 Upheld %

● Previous Year ● Current Year



4.18 9%, or 1 complaint was upheld at stage one.

4.20 No complaints were upheld at stage two.

##### Corporate Stage 1 SLA



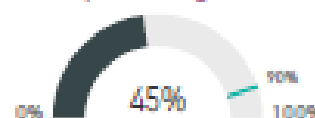
##### Corporate Stage 2 SLA



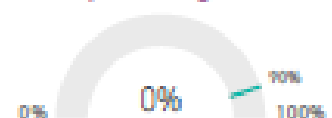
4.14 39% or 78 stage one complaints were answered in SLA

4.16 32% or 5 stage two complaints were answered in SLA

##### Corporate Stage 1 SLA



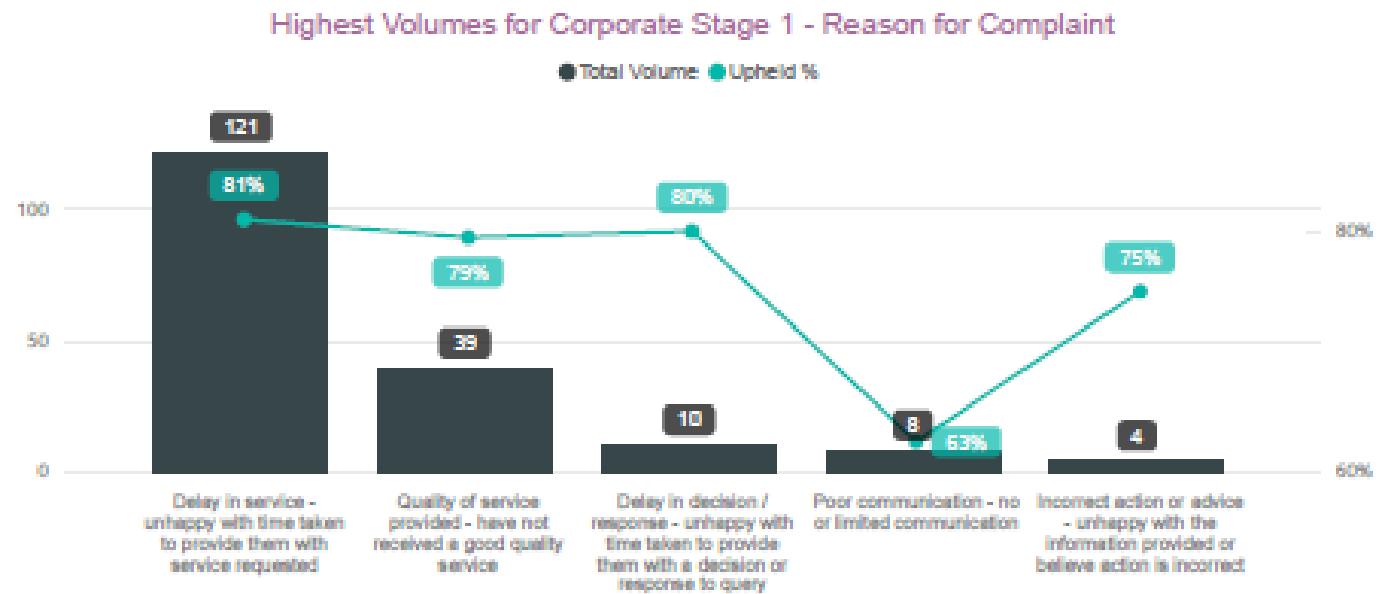
##### Corporate Stage 2 SLA



4.21 45% or 5 stage one complaints were answered in SLA

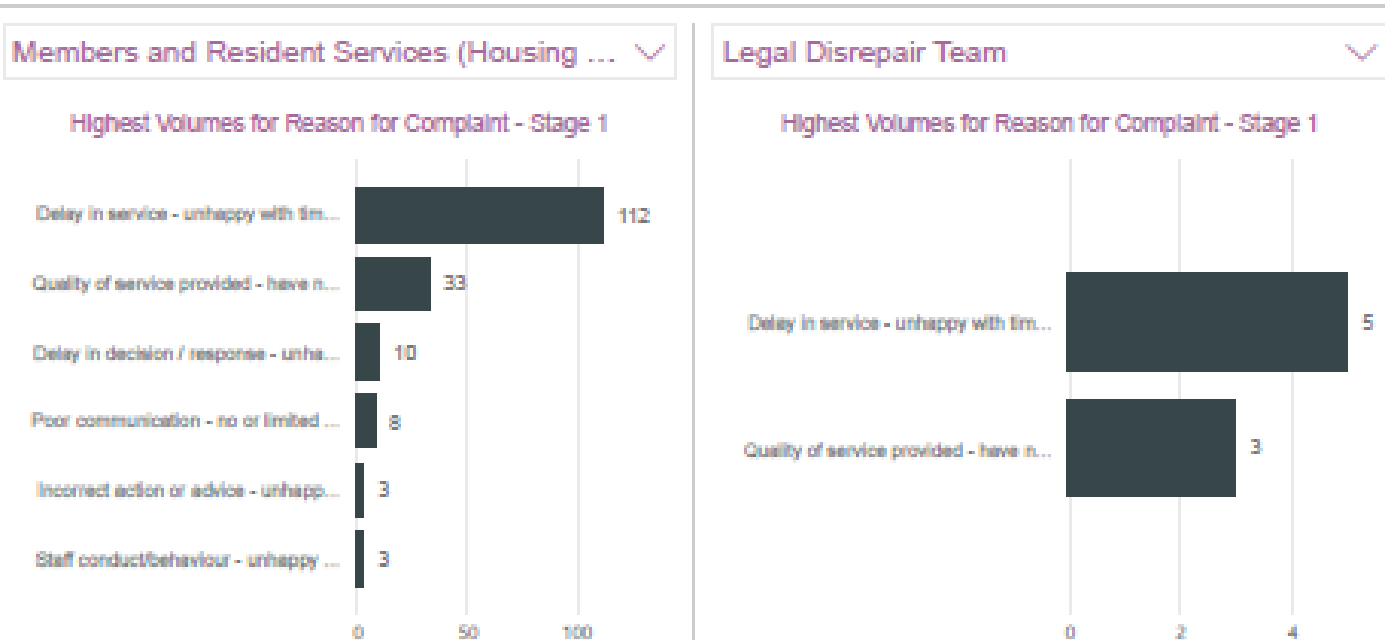
4.22 No complaints at stage two were answered in SLA

## 4. Housing Assets and Repairs - Complaint Themes



4.23 The graph shows the highest complaint volume by reason for Housing at stage one

The Bars show the Volume of Complaints with the Line showing the Upheld % by Reason for Complaint



4.24 These charts show the highest volume of reason for complaint for each of the named teams in Q1 of 2024