

How are we performing?

January - March 2024



Stage 1:

540

complaints handled in
5.5 days on average

Stage 2:

71

complaints handled
in **9.81** days on average

85.2%

of all complaints have been handled
in timescale, with a satisfaction score
of 50.7%



Learning from our complaints

We want to ensure we are responding to complaints effectively and fairly to create a positive complaint handling culture. To do this we will learn from customer feedback – here's an example of this learning from the last few months:

Feedback

From January to March 2024 complaints have continued to rise, with 240 more complaints than in the same period last year. This is a result of the complaints spotlight from the Housing Ombudsman in recent months and improvements to the complaints process, making it easier for customers to make a complaint.

Action

We have identified the need to increase resource in the team to help ensure your complaints are responded to within our timescales and make sure a quality service is provided.

Result

We have recruited two additional Customer Recovery Co-Ordinators to support the team in dealing with formal complaints..

You said, we did

You said:

You told us that you would like more opportunities to work with us to provide your thoughts and feedback on how we shape our services.



We did:

We are launching a new marketing strategy to attract a more diverse range of customers to join our involved customer team. We have also signed up 25 new involved customers over the quarter through our Customer Open Days.

