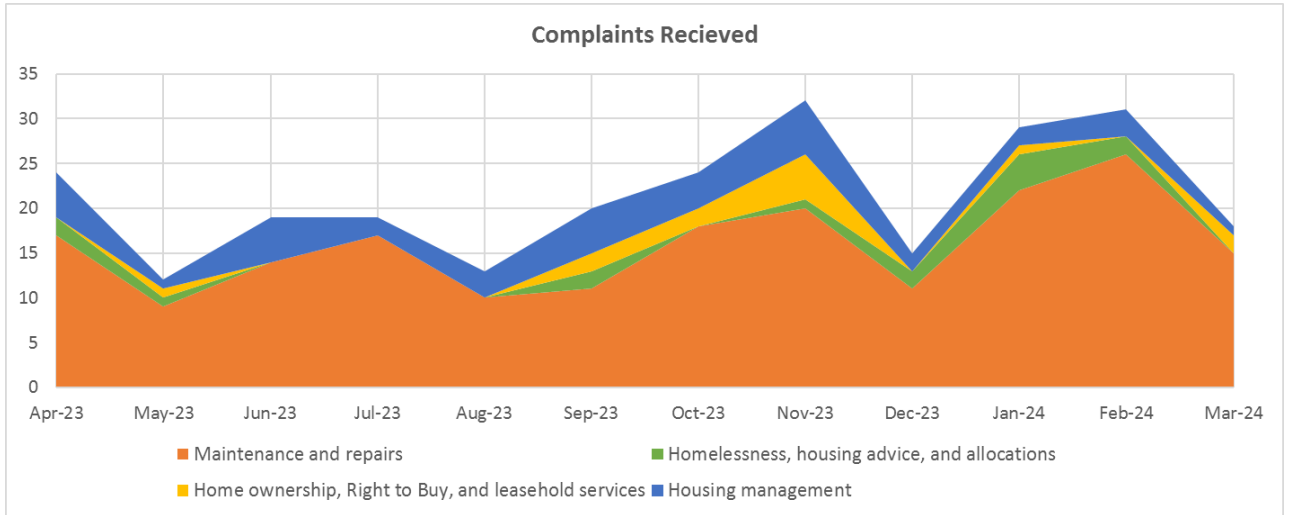


2023/2024 Complaints Summary

Overview

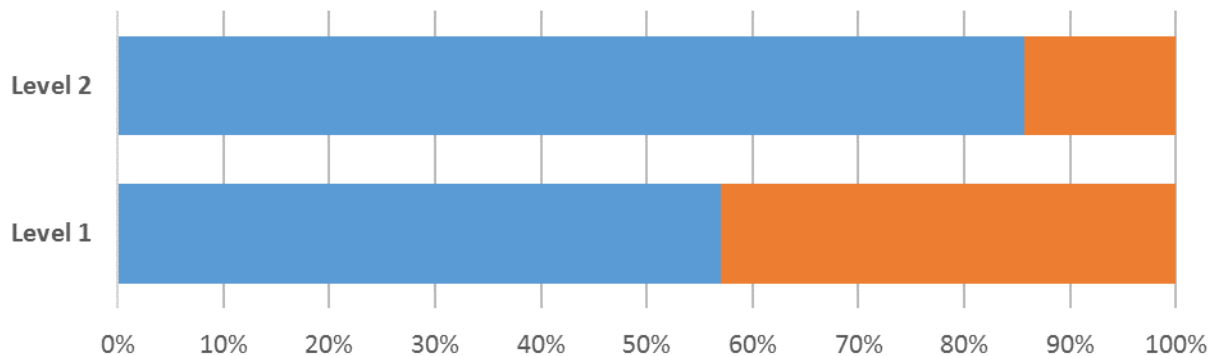
Between 1 April 2023 and 31 March 2024, the Housing Service received 207 level one complaints and 49 of these were escalated to level two complaints.



Response Time

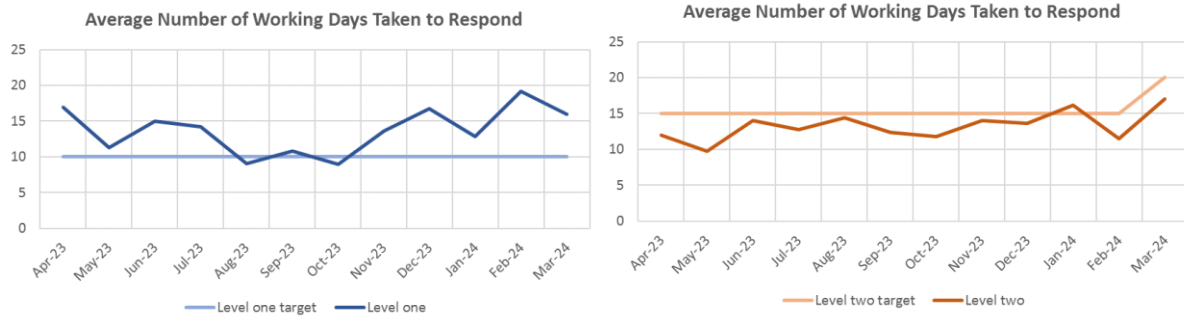
On 1 March 2024 the new response time targets in the Housing Ombudsman Complaints Handling Code were introduced. This maintained a target of 10 working days for level one complaints and increased the target for level two complaints from 15 working days to 20 working days.

Percentage of Complaints Responded to Within Target Timescales



	Level 1	Level 2
Met	118	42
Not Met	89	7

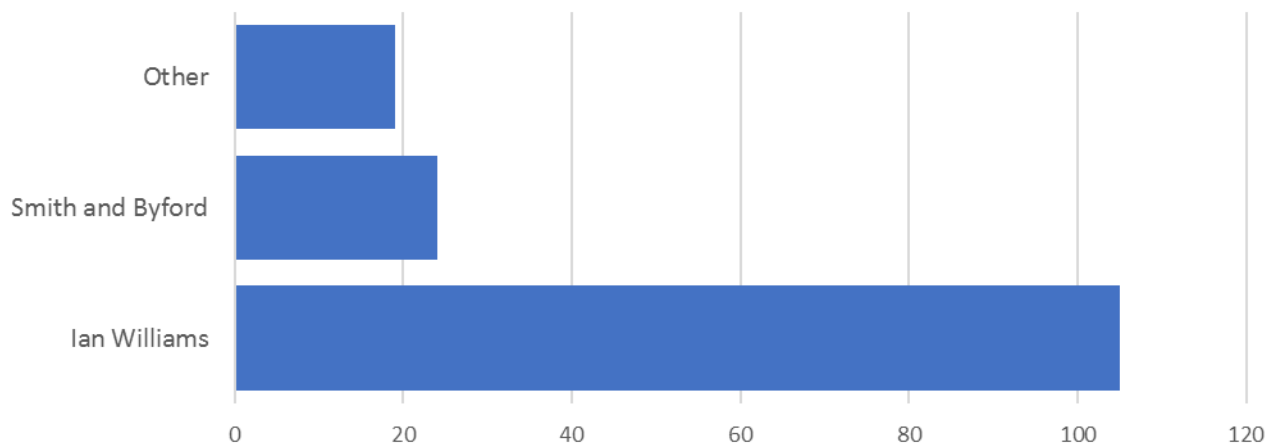
Across the year, it took 14 working days on average to respond to both level one and level two complaints. The graphs below show how this changed across the year.



Maintenance and Repairs

There were 190 complaints related to maintenance and repairs, which is 76% of total complaints received. 148 of these complaints were upheld which is 78%.

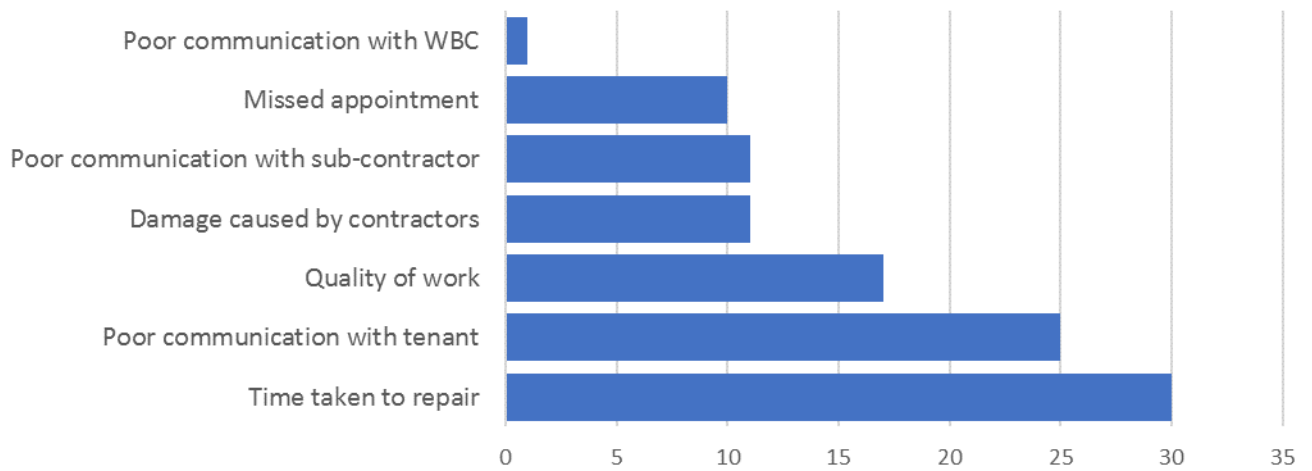
Upheld Maintenance and Repairs Complaints



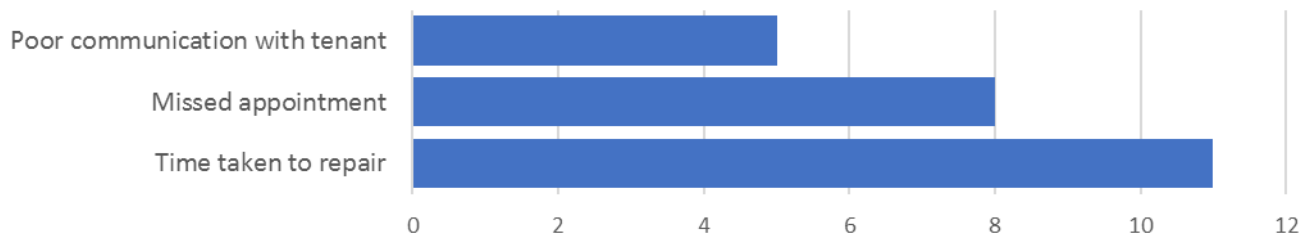
71% of upheld maintenance and repairs complaints related to work completed by Ian Williams. However, this is proportionate to the amount of work that they complete, in comparison to Smith and Byford.

The 'other' category is for contractors which carry out other smaller programmes of work such as electrical testing and for complaints which relate to former contractors.

Upheld Ian Williams Complaints



Upheld Smith and Byford Complaints



Communication was a common theme as 48% of complaints related to poor communication with tenants, sub-contractors, or the Council or missed appointments. These complaints are typically where a tenant reports a repair and then does not hear anything and must continually chase to get any information because they received no proactive communication about delays.

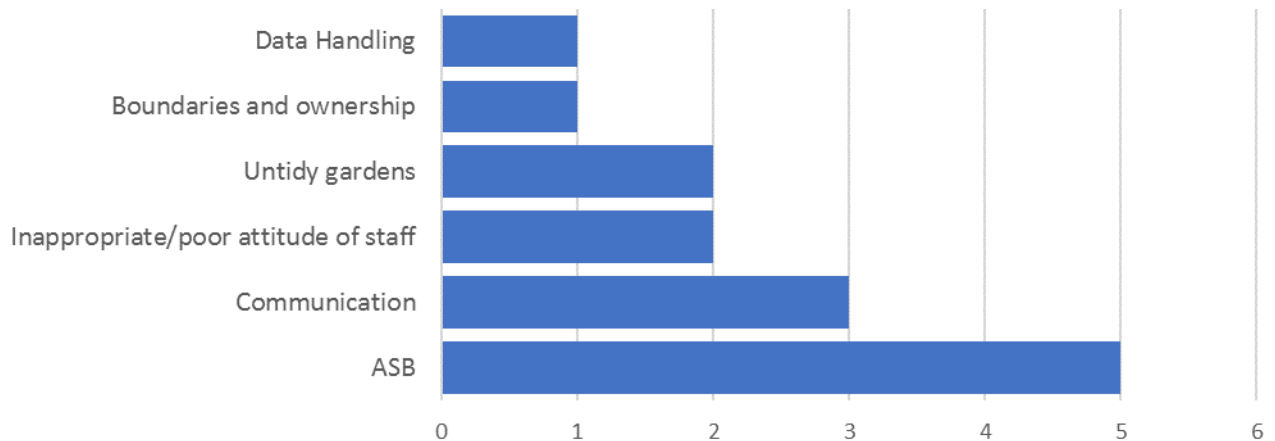
The biggest category for both contractors was time taken to repair. As these are upheld complaints, this means that following the investigation it was found that the repair was not completed within the target timescales. The most common reason for this was that multiple appointments were needed to identify the cause of the issue. This was worsened in some cases where follow up appointments were attended without the information that was identified in the previous visit leading to duplication of work and further delays.

There is a third theme in Ian Williams' complaints around the workmanship as 22% of their upheld complaints related to quality of work or damage caused by contractors. This was across a range of different types of work including external decorations, drainage, void works, bathroom and kitchen replacements, and window repairs.

Housing Management

Housing Management upheld complaints covered a range of topics. Common across most a was a frustration because the complainant thought that no action was being taken to resolve an issue that they had reported.

Upheld Housing Management Complaints



Homelessness, Housing Advice, and Allocations

All 14 of the complaints received about this service area were not upheld. All of the complaints were disputing their banding on the Housing Register or alleging that the allocations process was not fair. For each one, their case was reviewed and concluded that the proper processes had been followed.

Home Ownership, Right to Buy, and Leasehold Services

12 of the 13 complaints received in this area were upheld. Most complaints related to not receiving a response to their request for information about their lease. This was because resourcing issues in this team meant that it took longer than normal to respond to these enquiries. The team is now fully staffed.

Upheld Home Ownership, Right to Buy, and Allocations Complaints

