

Derby Homes

COMPLAINTS & COMPLIMENTS REPORT

**2018/19
Quarter 1**

INDEX

STAGE ONE COMPLAINTS	PAGE 3
STAGE TWO COMPLAINTS	PAGE 6
STAGE THREE COMPLAINTS	PAGE 7
COMPENSATION	PAGE 7
COUNCILLOR/MP ENQUIRIES	PAGE 8
COMPLIMENTS	PAGE 11

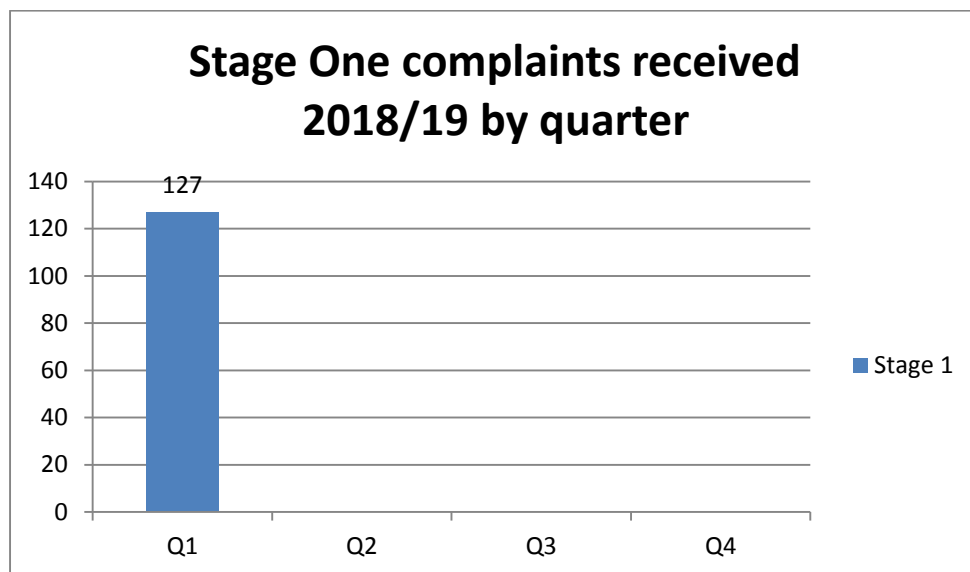
COMPLAINTS

STAGE ONE COMPLAINTS Q1

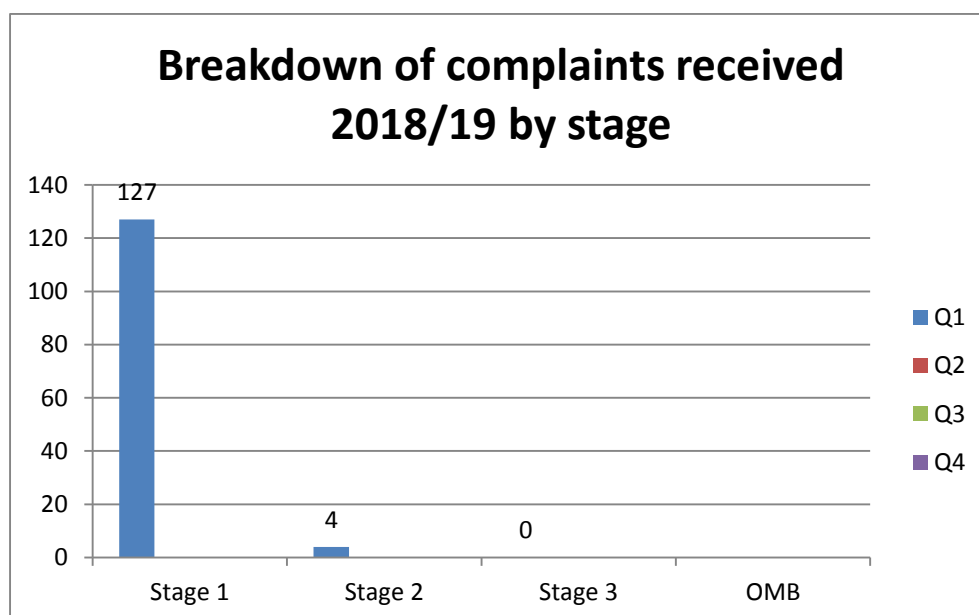
During Q1, 2018/19 there has been a total of 127 Stage One complaints recorded.

Stage One complaints received over last 3 years

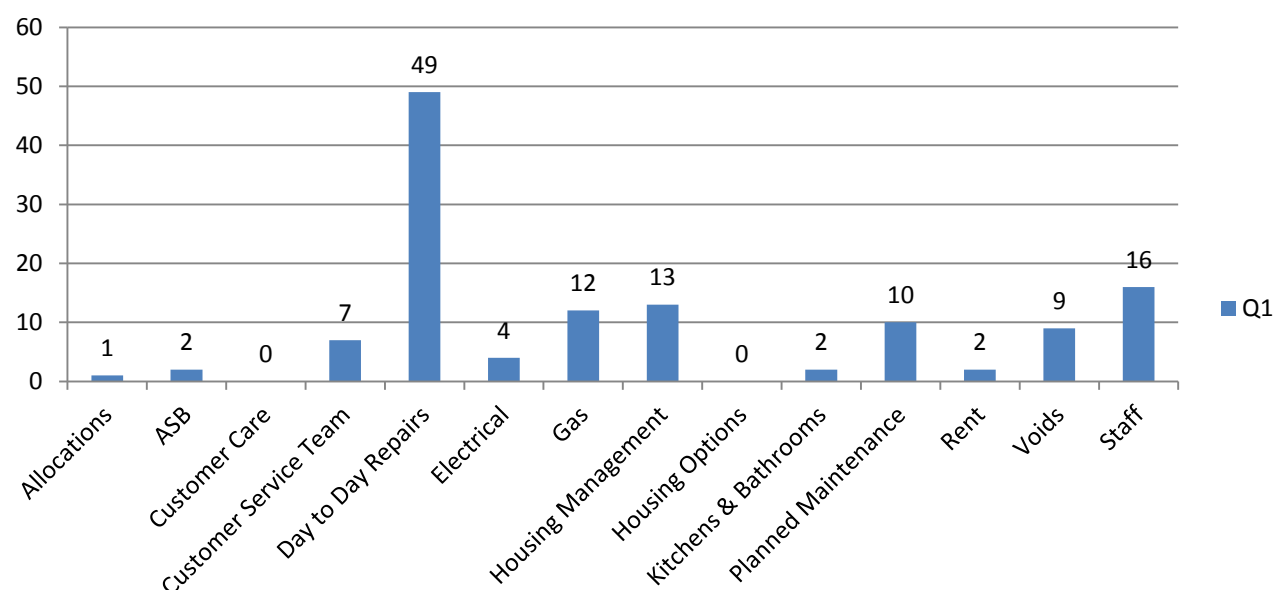
	2016/17	2017/18	2018/19
Q1	131	122	127



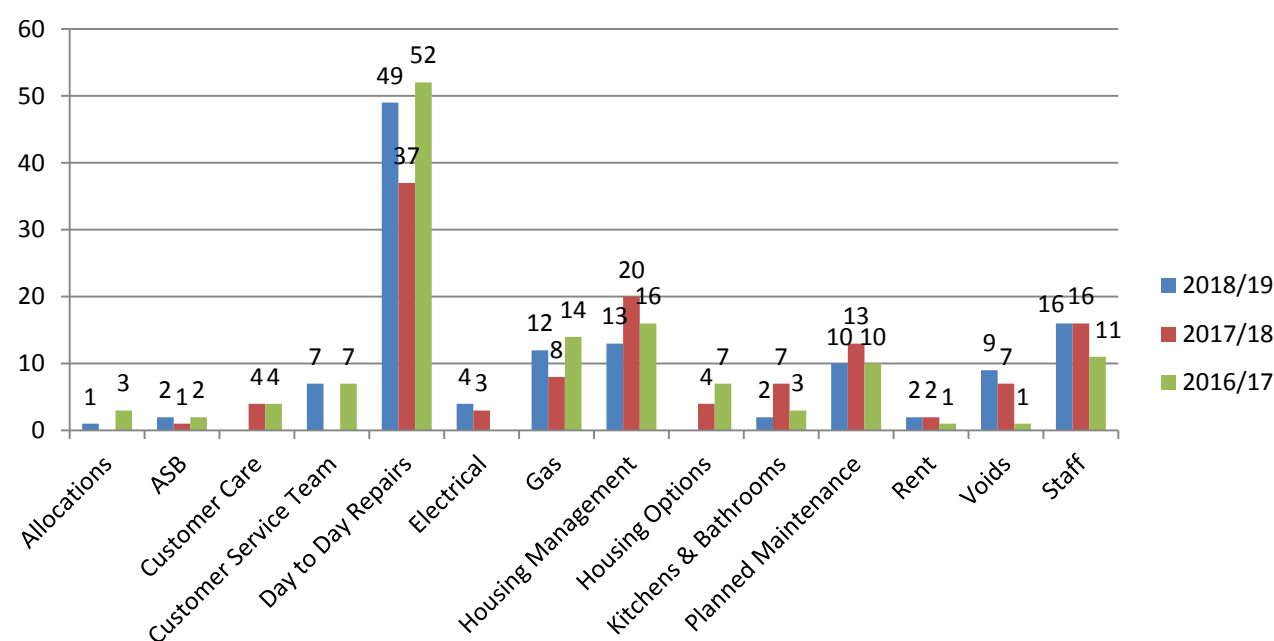
There has been a very slight increase in the number of Stage One complaints received during Q1 in comparison to Q1 2017/18, with 5 more complaints received.



Stage One Complaints by type 2018/19



Stage One complaints received Q1 by type over last 3 years



The largest number of complaints received were relating to the following teams:

Day to Day Repairs - 49

Staff - 16

Housing management - 13

Breakdown of the top three departments which received the highest number of Stage One complaints in Q1

Repairs and Maintenance - Total 49	Staff – Total 16	Housing Management - Total 13
Delay in repair - 11	Housing Management - 5	Officer decision - 2
Work not complete - 11	Day to Day Repairs - 3	Rehousing - 2
Workmanship - 8	Customer Service Team - 3	Furniture pack - 2
Decision by officer - 7	Rents - 3	Property - 2
Missed appointment - 5	Gas - 2	Tenancy - 1
Damage to property / compensation - 3		Privacy - 1
External Contractor - 2		Golden Goodbye - 1
Mould and damp - 1		Parking - 1
Condition of property - 1		Repair - 1

Whilst the highest number of complaints were received for the Repairs and Maintenance teams, to put this into perspective the Day to Day repairs team completed 7793 jobs in Q1.

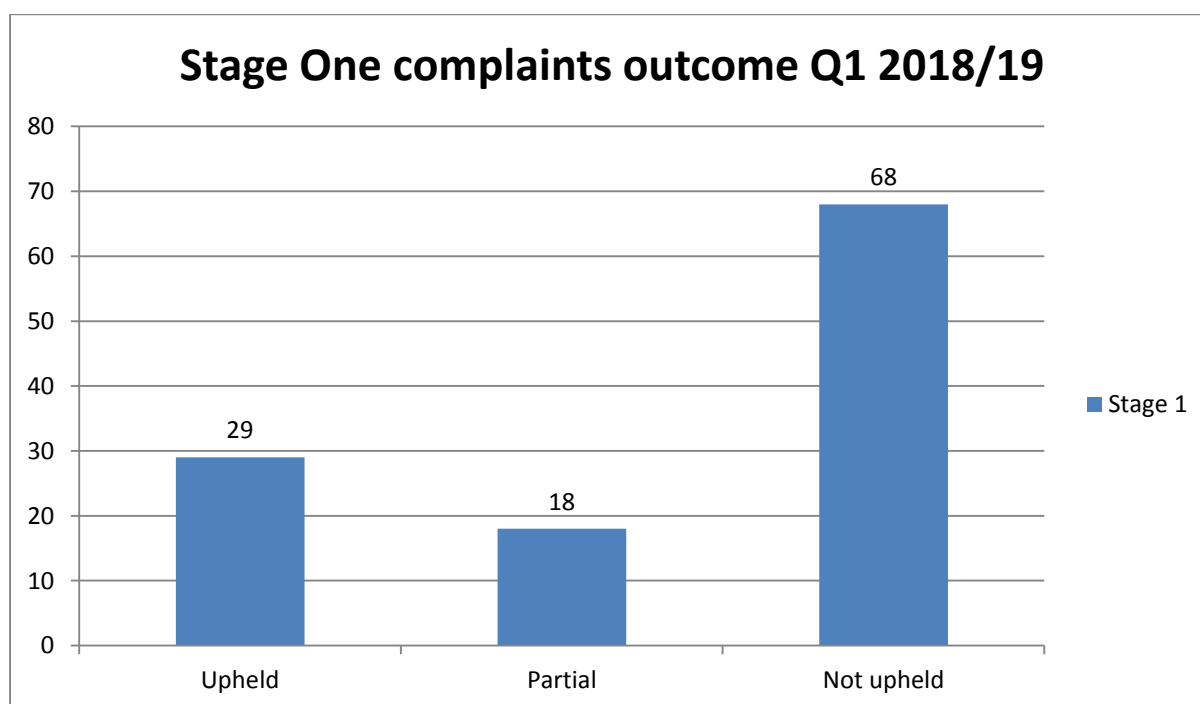
Breakdown of Stage One complaints closed in Q1 2018/19 and outcome

Total closed - 115

Upheld - 29

Not upheld - 68

Partially upheld - 18



Breakdown of all complaints outcome by service area

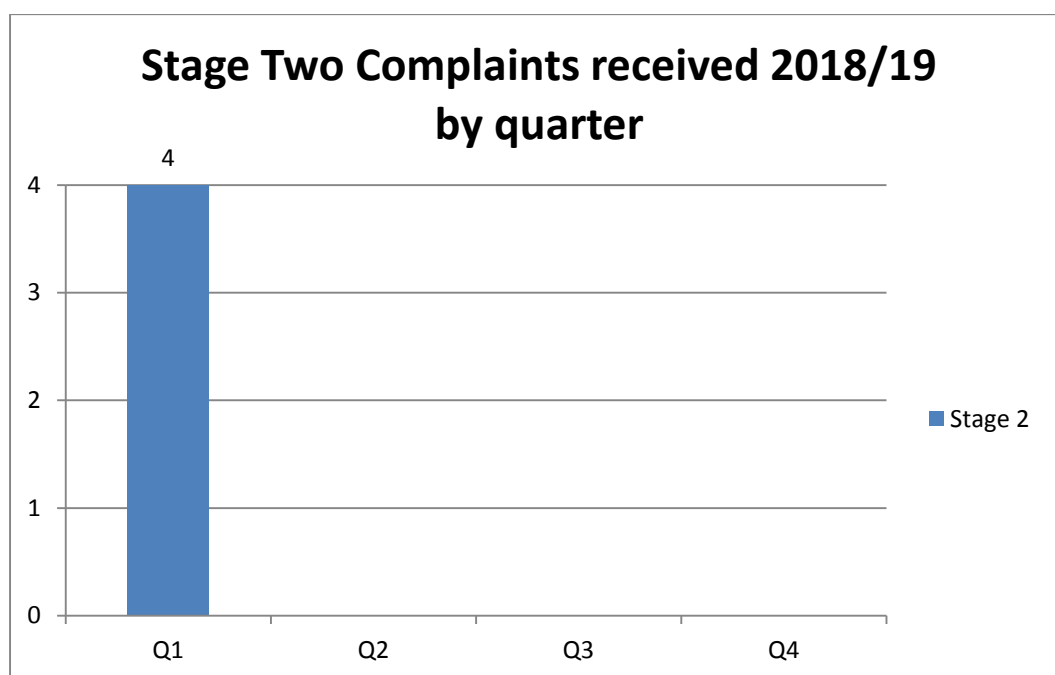
	Closed	Upheld	Partial	Not upheld
Day to Day	42	10	10	22
Housing Management	12	3	3	6
Gas	17	4	0	13
Planned Maintenance	9	1	3	5
Staff	15	3	1	11
Customer Service Team	4	1	0	3
Customer Care	3	1	0	2
Housing Options	1	0	0	1
Rent / HB	1	0	0	1
Voids	4	3	0	1
Kitchens & Bathrooms	4	2	1	1
Allocations	1	0	0	1
ASB	1	0	0	1
Electrical	5	1	1	3

STAGE TWO COMPLAINTS

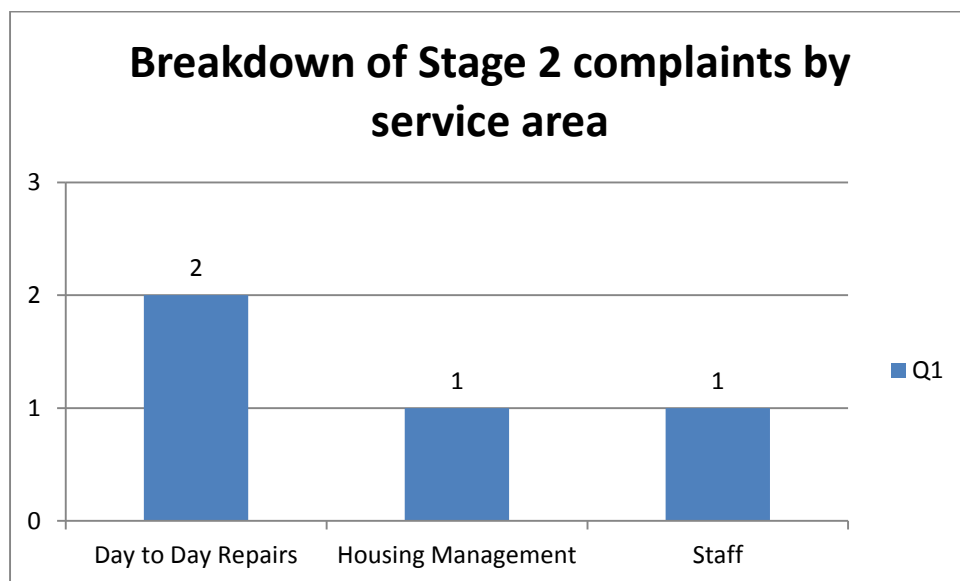
During Q1, 2018/19 there has been a total of 4 Stage Two complaints recorded.

Stage Two complaints over last 3 years

	2016/17	2017/18	2018/19
Q1	4	1	4



Of the 4 Stage Two complaints received during Q1, 1 was partially upheld and 3 were not upheld.



STAGE THREE COMPLAINTS

Total Stage Three complaints for 2018/19

Q1: 0

Stage Three complaints received in Q1 over last 3 years

	2016/17	2017/18	2018/19
Q1	1	0	0

COMPENSATION

In total during Q1 of 2018/19 £1195 compensation has been paid out. All payments were paid directly onto the rent account.

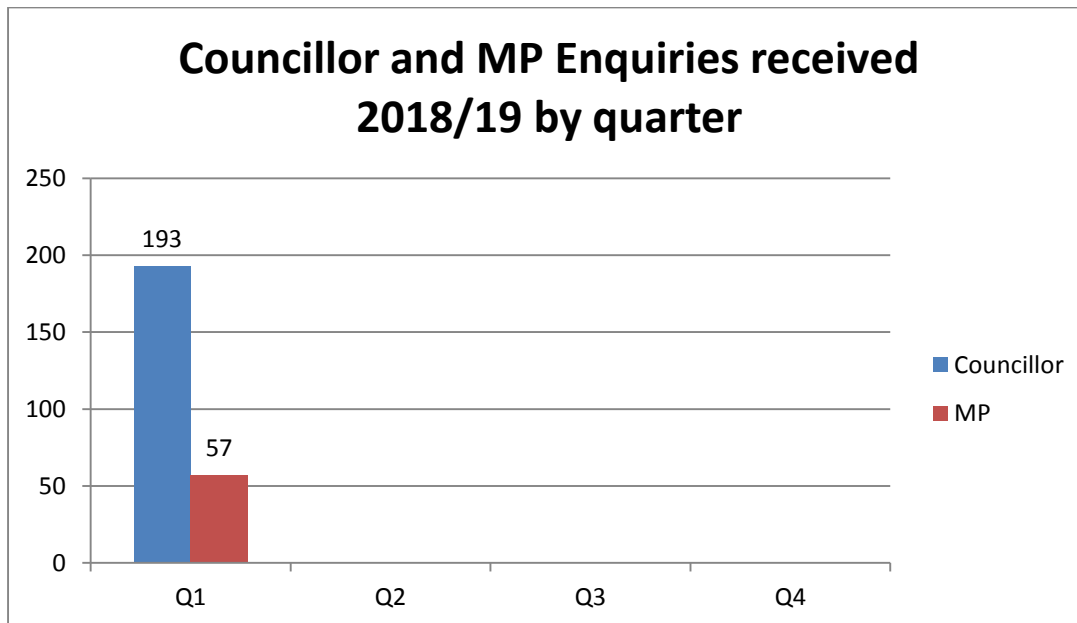
This compensation figure is solely made up of payments made following a complaint.

Below is a breakdown of departments who have made compensation:

Team	Amount of compensation paid	Number of compensation payments made
Day to Day Repairs	£620	4
Voids	£350	1
Kitchen & Bathrooms	£175	2
Gas	£50	1

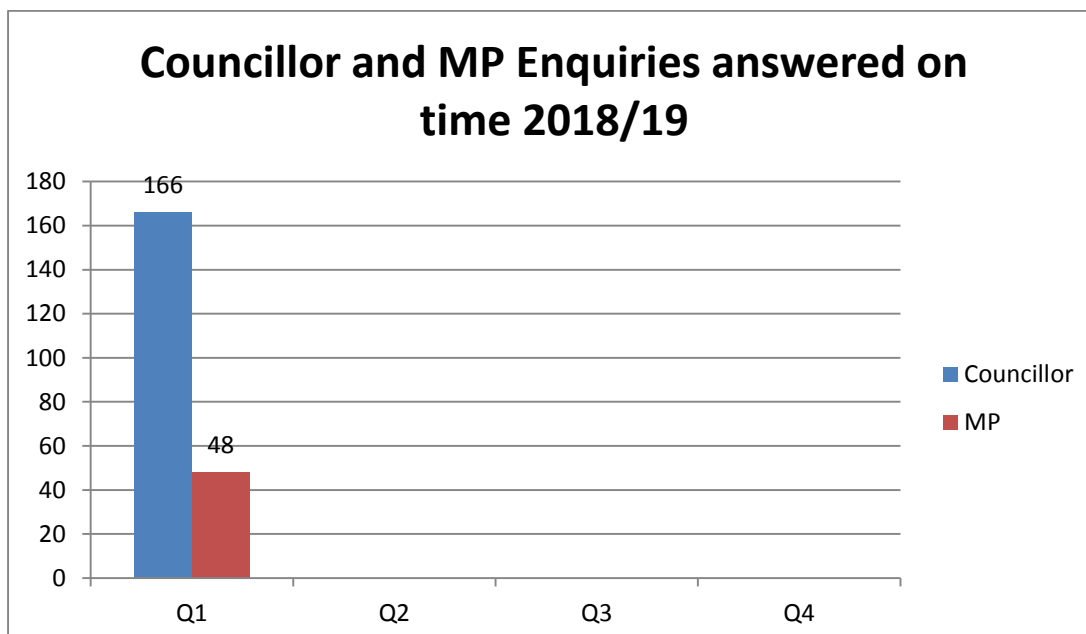
COUNCILLOR/MP ENQUIRIES

During Q1 2018/19 there was 193 Councillor and 57 MP enquiries received.

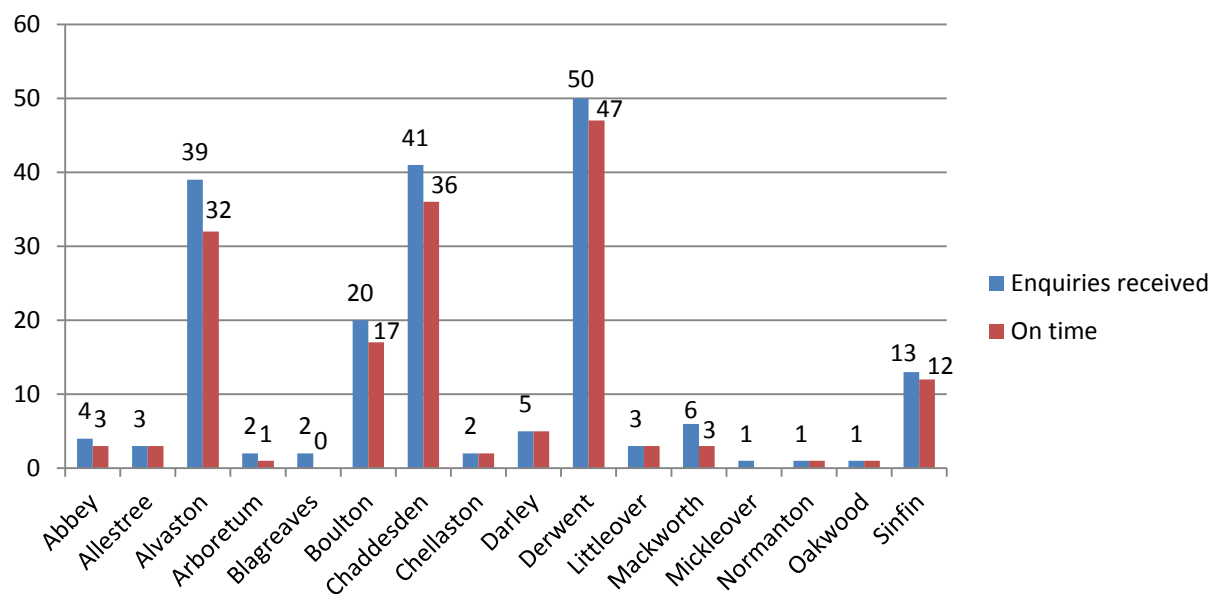


During Q1 166 Councillor Enquiries and 48 MP enquiries were responded to on time

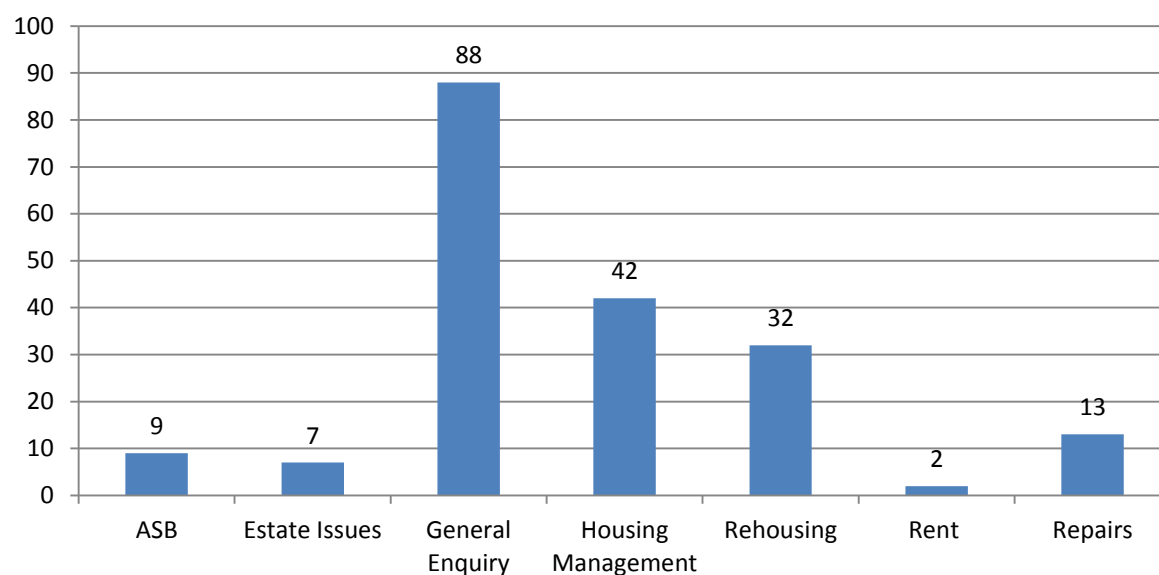
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Enquiries received by ward Q1 2018/19



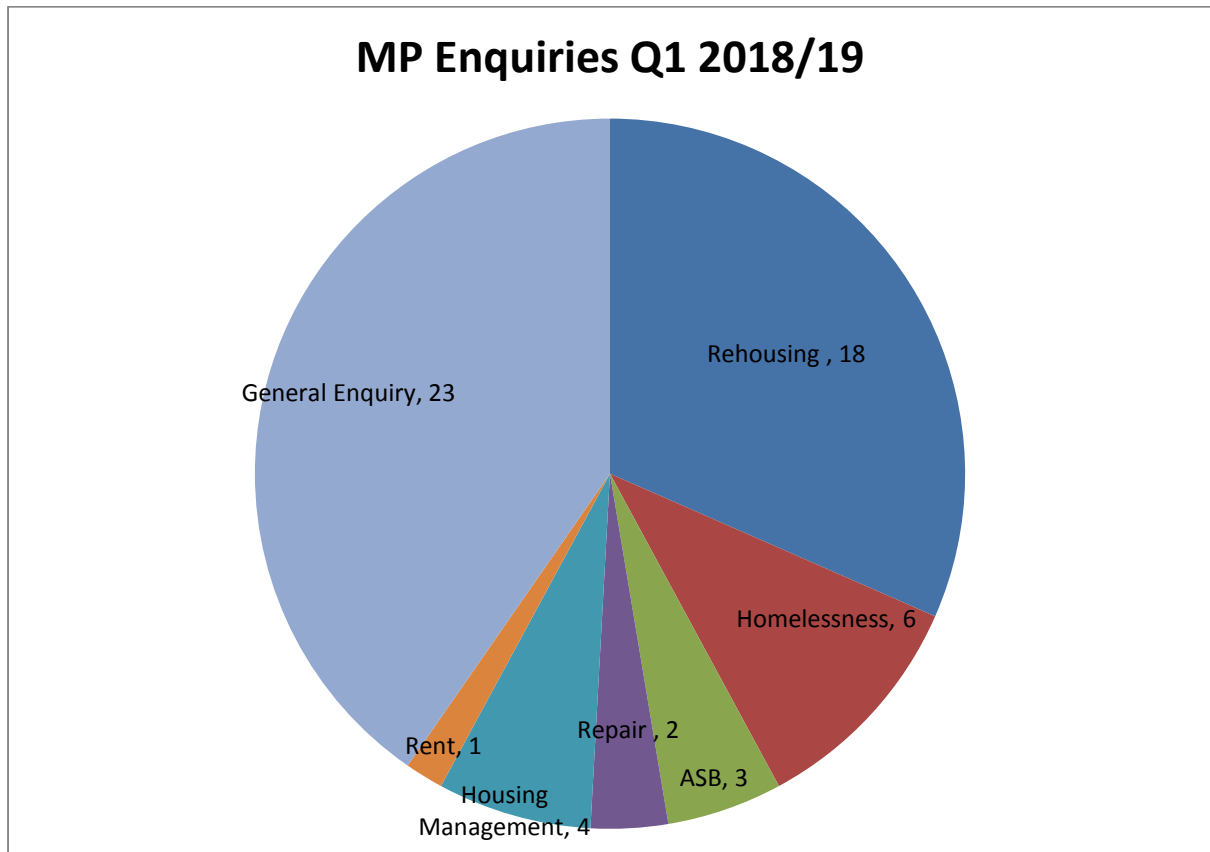
Councillor Enquiries Q1 2018/19



MP Enquiries

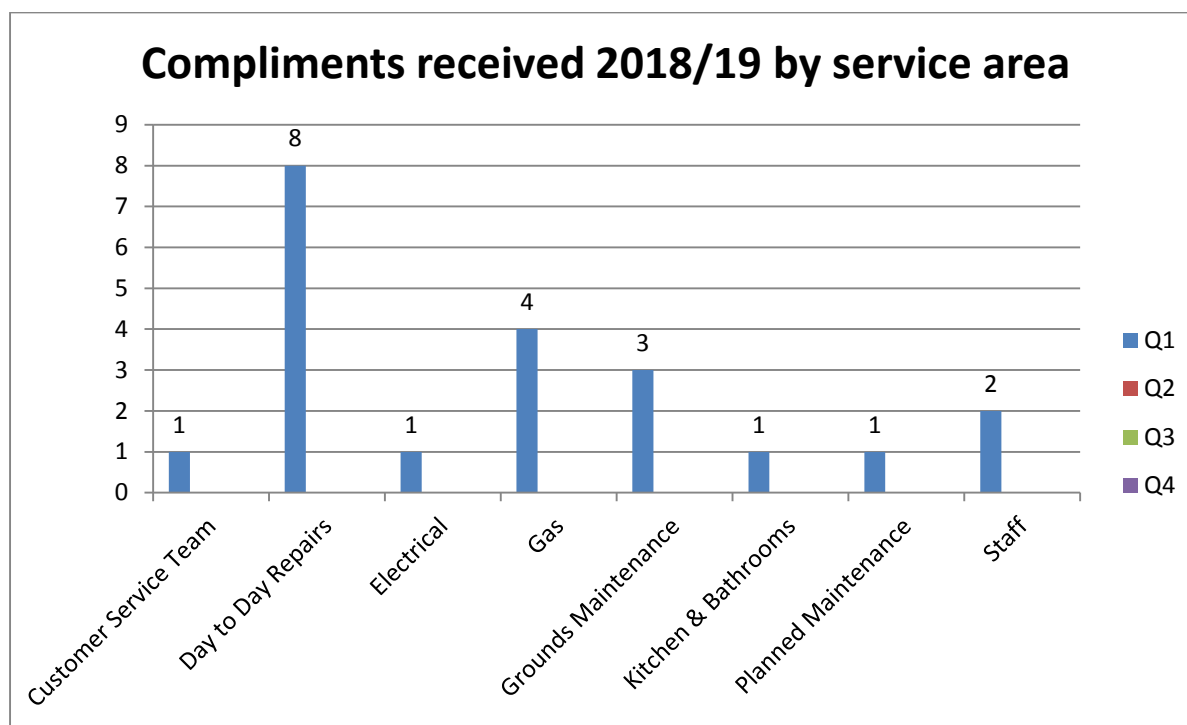
There was a total of 57 MP Enquiries in Q1 2018/19

Breakdown



COMPLIMENTS

During Q1 there were 21 compliments recorded.



Day to day Repairs

I just want to express how impressed I was with the customer care and thoroughness of the electrician who has just fixed my immersion heater. He fully listened to the history and the info I was told to give should it happen again. He was very professional and warrants me making a point of letting you know.

Mrs xxxxx called to compliment a plumber who has just repaired her sink drainer. She said that he was very polite, very friendly and he did a very good job. She wishes all plumbers were like him. He has been to her house before for a repair and she couldn't praise him enough.

Gas Team

Mr xxxxx called to say the Gas Engineer who visited today was very good, he went the extra mile and explained everything really well. She wanted to say Thank you and compliment him.

Grounds Maintenance

Miss xxxxxx called to compliment the service provided by the Grounds Maintenance Team yesterday. She says that "all of the neighbours are happy", the service was quick, neat & tidy and that gardeners cleaned up afterwards, in her words they were "absolutely brilliant".

Customer Service Team

Ms xxxxx rang to compliment the Customer Service Advisor for his lovely customer service. She said that he was lovely to speak to and it was so nice to speak to someone that was so happy.