



**COMPLAINTS & COMPLIMENTS
QUARTER 4
2016/17**

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COMPLAINTS

End of year Summary

Stage One complaints

In 2016/17 we received 517 stage one complaints.

There has been an increase of 23 stage one complaints received for 2016/17 in comparison to the previous year.

Of the 490 complaints closed in 2016/17:

131 were upheld

294 were not upheld

65 were partially upheld

The table below shows the upheld and partially upheld complaints by service area:

Service Area	Upheld	Partial
ASB	2	0
Customer Care	5	5
Day to Day repairs	53	32
Electrical	2	1
Customer Service Team	9	4
Gas	10	4
Housing Management	9	3
Housing Options	4	1
Kitchens & Bathrooms	6	0
Planned Maintenance	12	4
Staff	13	7
Rent/HB	2	0
Voids	4	4

Stage Two complaints

In 2016/17 we received 12 stage two complaints.

There has been a significant increase in the number of stage two complaints received for 2016/17 in comparison to the previous year when only 7 complaints were escalated to stage two.

Out of the 12 stage two complaints received, 3 were upheld and 9 not upheld.

Stage Three complaints

In 2016/17 we received 2 stage three complaints.

There has been a decrease of 1 stage three complaints received for 2016/17 in comparison to the previous year.

Both of the stage three complaints were not upheld and no compensation was paid as a result.

Ombudsman – two complainants have contacted the Ombudsman regarding their complaints which have gone through our complaints process. We have provided all the complaint paperwork and are awaiting their response.

Compensation

In total during 2016/17 £8653.11 compensation was paid out. Of this £4155.00 was paid directly onto the tenants rent account.

Breakdown of departments who have made compensation payment following a complaint:

Team	Amount of compensation paid	Number of payments made
Day to Day Repairs	£634.00	15
Kitchens & Bathrooms	£420.00	4
Housing Management	£414.00	3
Voids	£120.00	2
Gas Team	£196.00	3
Planned Maintenance	£150.00	2
Customer Service Team	£30.00	2

Compliments

In 2016/17 we received 329 compliments.

There has been an increase of 106 compliments received for 2016/17 in comparison to the previous year.

Councillor and MP enquires

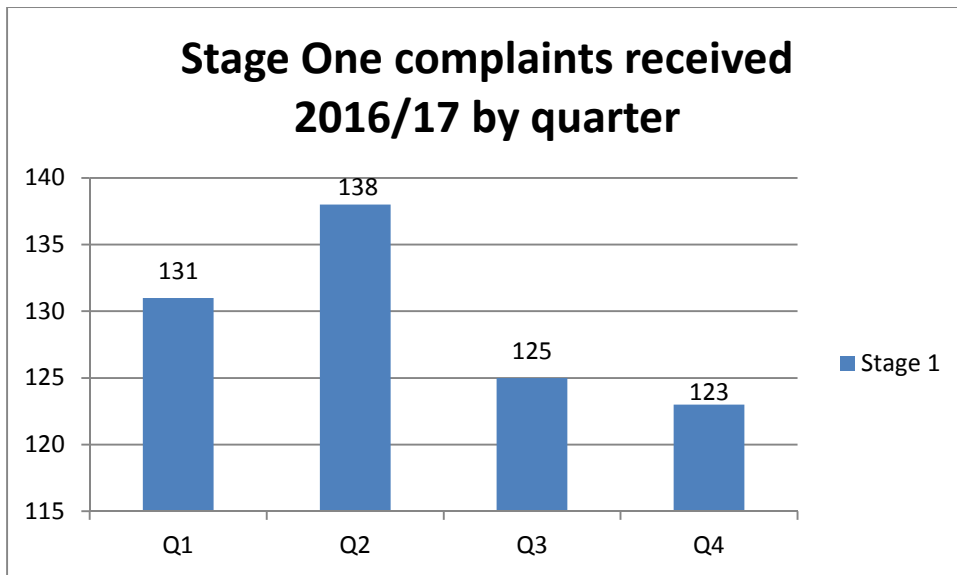
In 2016/17 we received a total of 586 Councillor and MP enquiries, this is a slight decrease from the previous year when we received 604 Councillor and MP enquiries.

STAGE ONE COMPLAINTS Q4

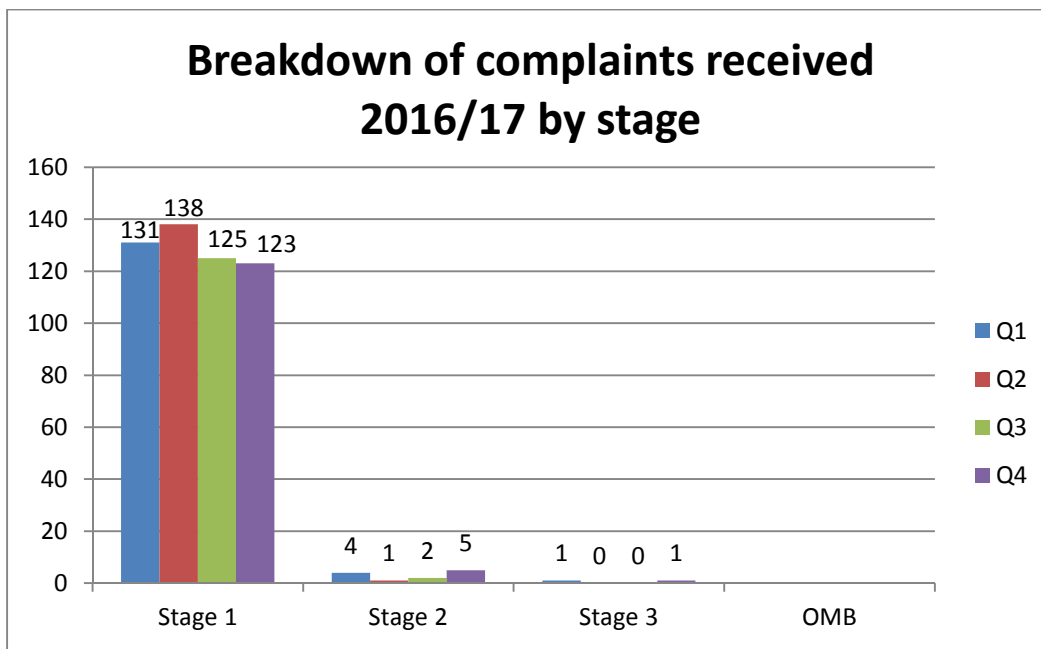
During Q4, 2016/17 there has been a total of 123 stage one complaints recorded.

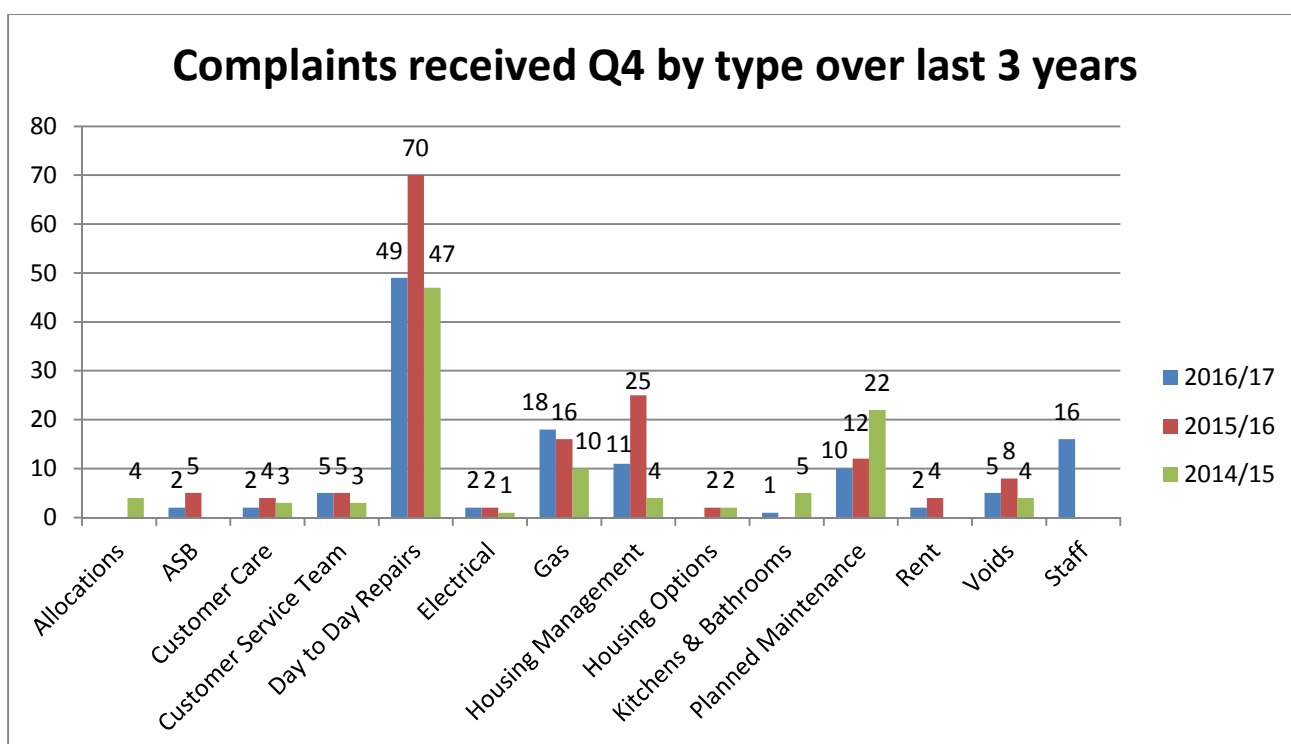
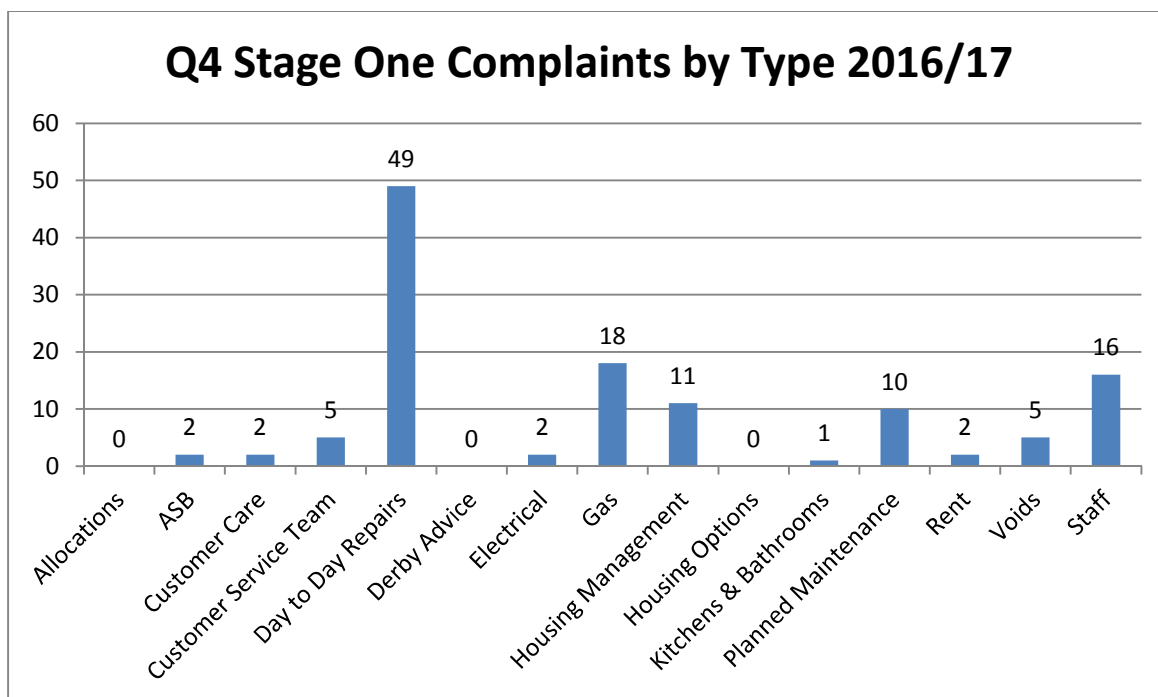
Stage One complaints received over last 3 years

	2014/15	2015/16	2016/17
Q1	95	116	131
Q2	106	114	138
Q3	94	111	125
Q4	101	153	123
Total	396	494	517



There has been a reduction in the number of Stage One complaints received during Q4 in comparison to 2015/16, with a decrease of 30 complaints.





Staff complaints were not included in the Operational Board report in 2014/15 and 2015/2016

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

Day to Day Repairs - 49. (During Q4 8515 repairs were completed by this team)

Gas – 18

Staff - 16

Breakdown of the top three departments which received the highest number of complaints in Q4

Day to Day Repairs - Total 49	Gas - 18	Staff - Total 16
Time taken to complete repair - 17	Time taken to complete repair - 5	Housing Management - 6
Damage to property / compensation - 9	Gas Servicing - 4	Customer Services - 6
Disputing decision - 5	Appointment issues - 3	Day to Day Repairs - 3
Work not complete - 5	Workmanship - 3	Income Management - 1
Appointment issues - 4	Damage to property / compensation - 1	
Workmanship - 3	External Contractor - 1	
External Contractor - 2	Work not complete - 1	
Scaffolding - 2		
Missed appointment - 1		
Mould and damp - 1		

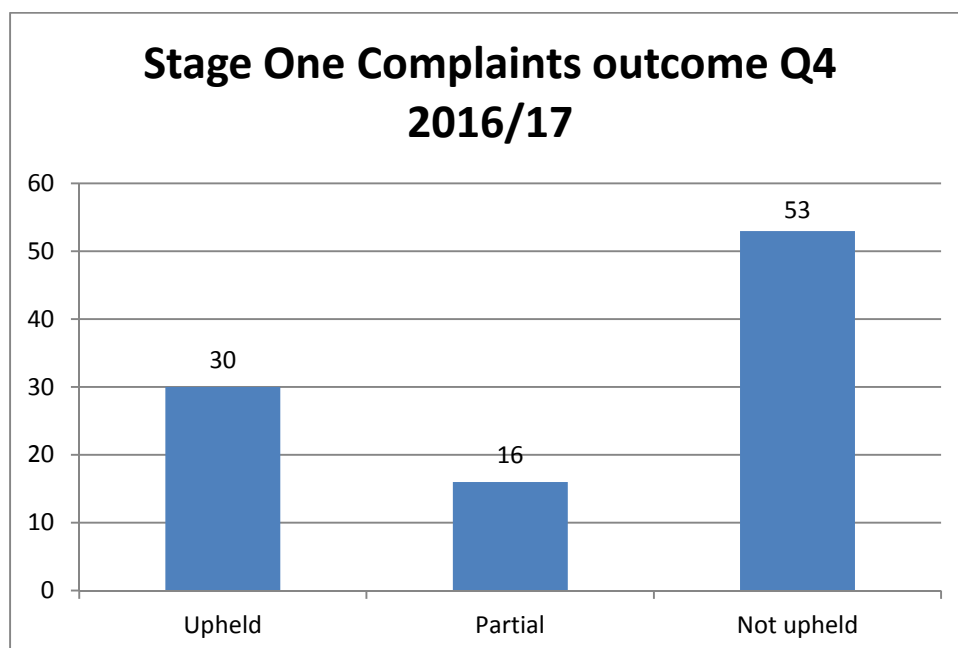
Total complaints closed in Q4 2016/17 and outcome

Total closed - 99

Upheld - 30

Not upheld - 53

Partially upheld - 16



Breakdown of complaints outcome by service area

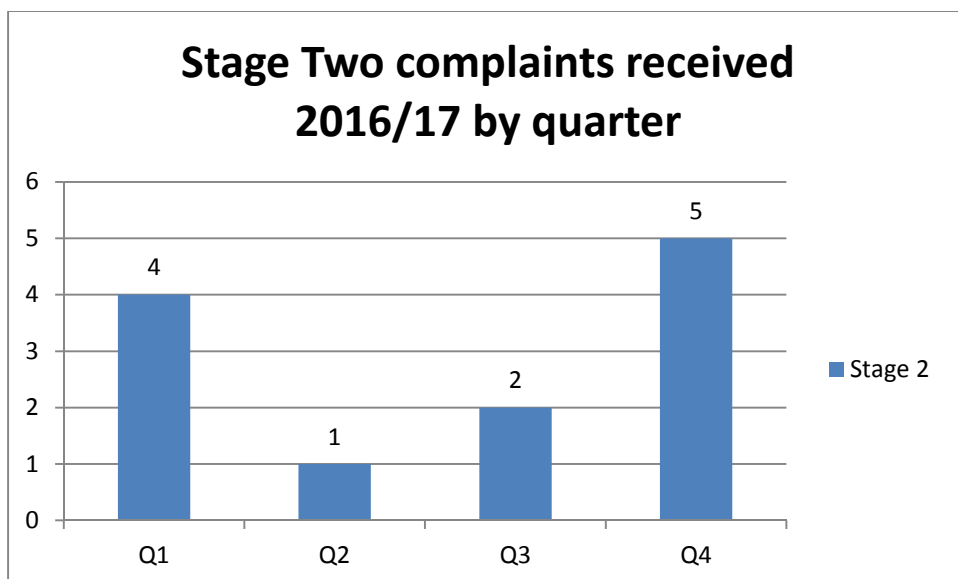
	Closed	Upheld	Partial	Not upheld
Day to Day	41	12	6	23
Housing Management	8	3	0	5
Gas	11	2	2	7
Planned Maintenance	8	2	2	4
Staff	17	4	2	11
Customer Service Team	5	3	0	2
Customer Care	5	2	2	1
Rent / HB	2	0	0	2
Voids	3	1	1	1
Kitchens & Bathrooms	0	0	0	0
Allocations	0	0	0	0
ASB	2	1	0	1
Electrical	3	1	1	1

STAGE TWO COMPLAINTS

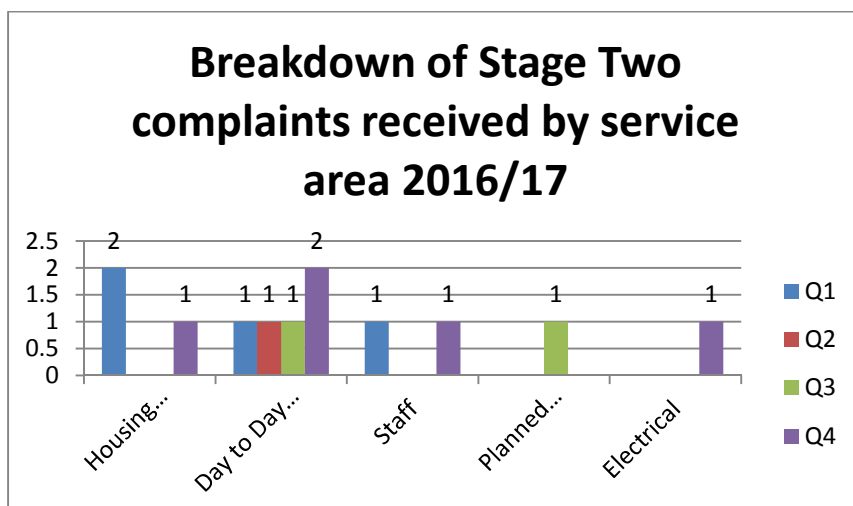
During Q4, 2016/17 there has been 5 stage two complaints recorded.

Stage 2 complaints over last 3 years

	2014/15	2015/16	2016/17
Q1	4	3	4
Q2	3	0	1
Q3	2	0	2
Q4	4	4	5
Total	13	7	12



5 stage two complaints were closed during Q4, 1 was upheld and 4 were not upheld.



STAGE THREE COMPLAINTS

Total Stage Three complaints for 2016/17

Q1: 1

Q2: 0

Q3: 0

Q4: 1

Stage Three complaints received in Q1 over last 3 years

	2014/15	2015/16	2016/17
Q1	1	0	1
Q2	1	1	0
Q3	0	0	0
Q4	0	2	1

Compensation

In total during Q4 of 2016/17 £155.00 compensation has been paid out.

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

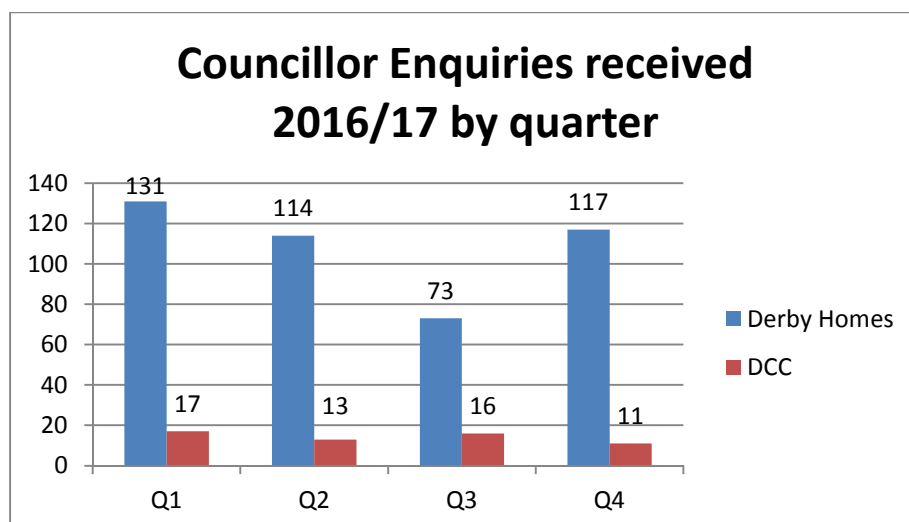
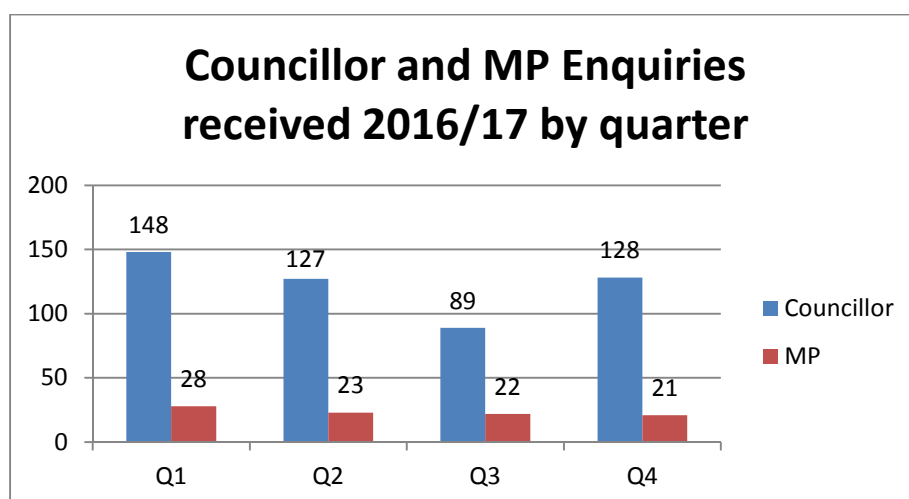
This figure does not include missed appointment payments made.

Below is a breakdown of departments who have made compensation:

Team	Amount of compensation paid	Number of compensation payments made
Day to Day Repairs	£75.00	3
Kitchens & Bathrooms	£50.00	1
Customer Service Team	£20.00	1
Housing Management	£10.00	1

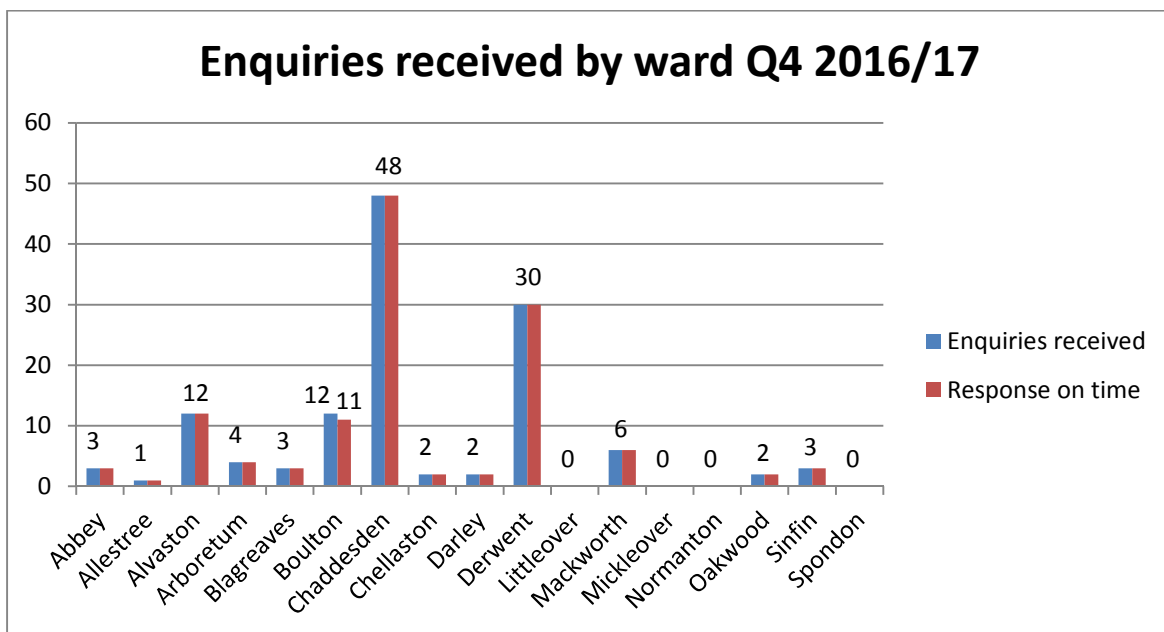
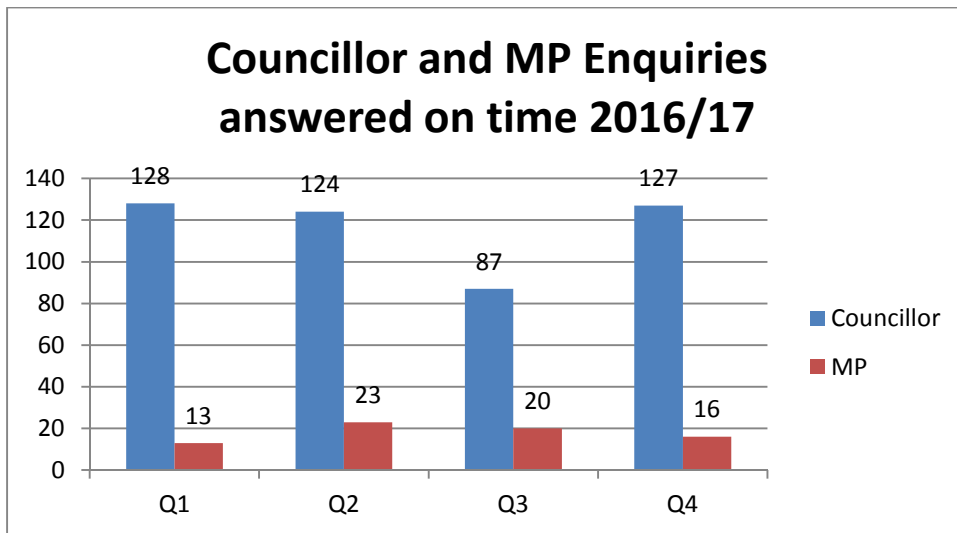
Councillor/MP Enquiries

During Q4 2016/17 there was 128 Councillor and 21 MP enquiries received.



During Q4 127 Councillor Enquiries and 16 MP enquiries were responded to on time

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



Breakdown of the three service areas which received the highest number of Councillor Enquiries.

Housing Management - 43	Enquiry - 41	Rehousing - 14
Repairs - 11	General - 19	Application enquiry - 6
Gardens - 8	Repairs - 7	Advice - 6
Damp/Mould - 6	ASB - 5	Homelessness - 1
Parking - 3	Rehousing - 3	Homefinder query - 1
Pests - 3	Tenancy Issues - 3	
Rehousing - 3	Damp - 2	
Adaptations - 2	New Build - 1	
Tenancy issues - 2	Rent - 1	

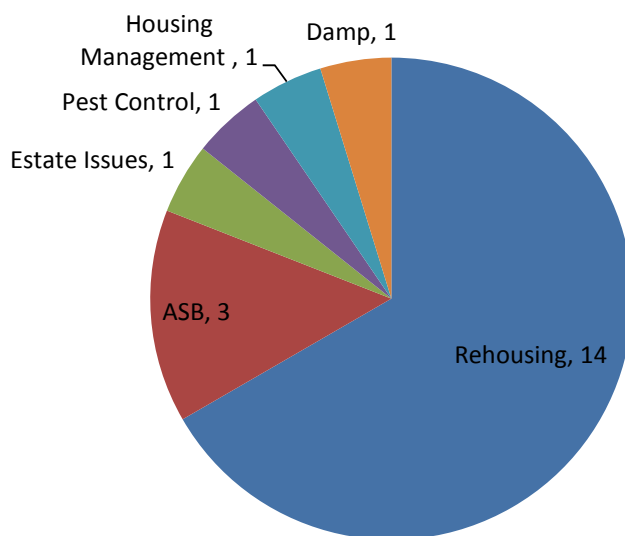
Estate issues - 1		
Bins - 1		
Decoration - 1		
ASB - 1		
General - 1		

MP Enquiries

There was a total of 21 MP Enquiries in Q4 2016/17

Breakdown

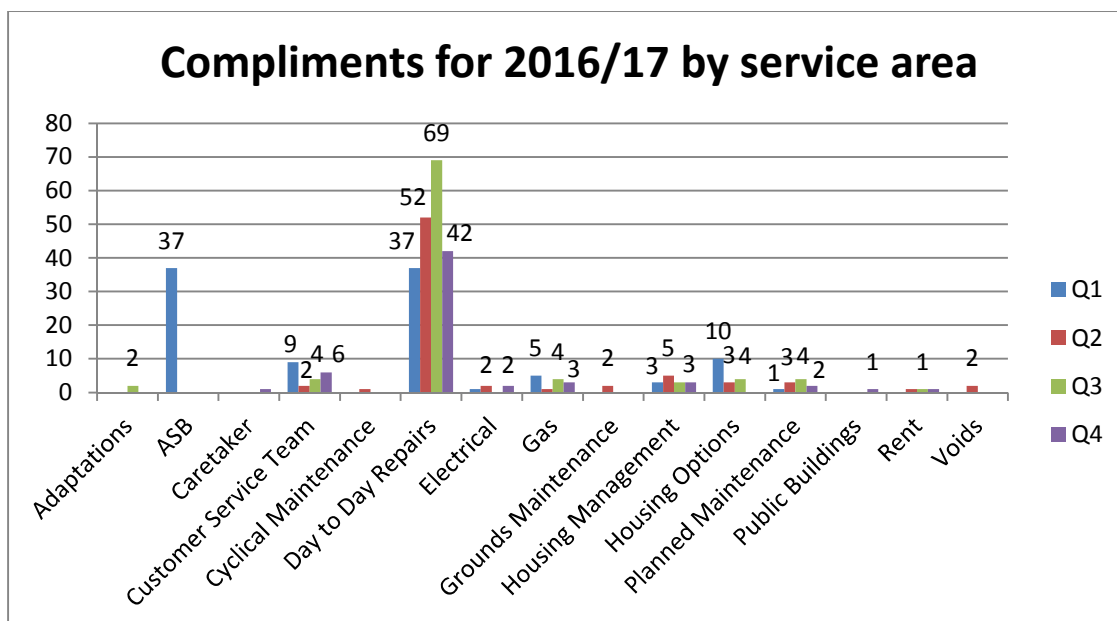
MP Enquiries Q4 2016/17



Compliments

During Q3 there were 91 compliments recorded.

Q1	Q2	Q3	Q4
103	74	91	61



Whilst we get the largest number of complaints for the Day to Day Repairs service, we also consistently get the largest number of compliments about this service area too.

Examples of compliments received

Day to Day Repairs

Mr G called to say thank you very much for the prompt service with fixing a leak, he said that he is very thankful for this and the chap that attended did an excellent job and offered an amazing service.

Please pass on our thanks to roofers who worked tirelessly and professionally to cure our leak into bedroom. 2 great workers

Housing Management

Please pass on a big thank you to Stacy for all the help and advice She gave me regarding a fencing issue which has now been resolved. Thank you so much I sincerely appreciate it.

Gas Team

The gas engineer was absolutely lovely and did a very good job. He also helped her whilst onsite with something else which she really appreciated.

Kitchen & Bathrooms

The kitchen operatives have done an excellent job in the kitchen and that it looks lovely.

Customer Service Team

Miss B rang to make a compliment about Jas, she rang in the other day really upset about a leak that occurred in her property, she said Jas was brilliant really helpful and understanding and when in a difficult situation it's nice for people to be there to help.