

### **COMPLAINTS AND COMPLIMENTS QUARTER Q3 2022 / 2023**

Report of the Customer Service and Equalities Manager

#### **1. SUMMARY**

- 1.1 This report provides detailed analysis of complaints received between 1 October and 31 December 2022 (Q3)

#### **2. RECOMMENDATION(S)**

- 2.1 To note and comment on the information detailed in Appendix 1.

#### **3. REASON(S) FOR 2RECOMMENDATION**

- 3.1 To ensure the Operational Board is updated on complaints and compliments received during the quarter 3 - 2022/23.

#### **4. MATTER(S) FOR CONSIDERATION**

- 4.1 There were 67 Compliments recorded during Q3 this is an increase of 4 compliments in comparison to the previous quarter, details can be found on page 7.
- 4.2 Full details of all complaints received are shown on pages 9-13 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q3 a total of 108 complaints were received, all were acknowledged within the target time of 2 working days.

During Q3 97.92% of complaints were responded to within timescales.

Out of the 98 stage 1 complaints closed complaints in Q3 2022/23:

41 were upheld  
27 were not upheld  
30 were partially upheld

Out of the 41 upheld complaints, all were the fault of Derby Homes.

- 4.4 In Q3 the category with the highest number of complaints were received about the Day to day Team. Analysis of these complaints identify that there has been an increase in complaints regarding repairs, the increase is seen mainly around repairs which have not been completed within timescale and repair delays. The Manager

and Head of Service have been involved in learning from these complaints and multiple actions have been implemented. Details are shown on page 11 of Appendix 1

4.5 During this quarter we closed 10 stage 2 complaints:

2 complaints were upheld  
4 complaints were partially upheld  
4 complaints were not upheld.

4.6 Where, because of a complaint investigation, good practice or lessons learnt are identified, this is brought to the attention of the Head of Service and disseminated to the relevant officers. Learning from Complaints is discussed at Senior Management Team meetings.

4.7 Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.

4.8 **Ombudsman**

During Q3 2022/2023, 1 complaint was escalated to the Ombudsman, we will report the outcome when this is received from the Housing Ombudsman.

During Q3 have not received any determinations back from the Housing Ombudsman, they currently have 4 cases to investigate.

4.9 **Compensation**

During Q3 a total of £3,091 compensation was paid out following complaints being made. Details of compensation payments are shown on page 13 of Appendix 1.

Additionally, compensation is also paid on occasions where no complaint is received. This could be for minor damages, which are accepted without the need to go through the complaints process.

4.10 **Learning from Complaints**

The Housing Ombudsman complaint handling code focusses on learning from complaints.

Each quarter we will provide a summary of a couple of cases where there is clear learning following a complaint. Details can be found on page 15 - Appendix 1

4.11 **Councillor and MP Enquiries**

In Q3 there was a total of 102 Councillor enquiries and 46 MP enquiries received during Q2.

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77 Councillor enquiries were responded to within timescale and 23 MP enquiries were responded to on time.

A breakdown of enquiry reasons and Ward detail has been included in the report.  
Details can be found on pages 16 - 18 of Appendix 1.

## 5. OTHER OPTIONS CONSIDERED

The areas listed below have no implications directly arising from this report:

Consultation  
Financial and Business Plan  
Legal and Confidentiality  
Council  
Personnel  
Environmental  
Equalities Impact Assessment  
Health & Safety  
Risk  
Policy Review

For more information please contact:

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Background information: None

List of appendices: Appendix 1 - Q3 Complaints Report

This report has been approved by the following

Finance Director/Derby Homes Accountant	Michael Kirk	27.02.2023
Company Solicitor	Taran Lalria	28.02.2023