



COMPLAINTS & COMPLIMENTS QUARTER 4 2017/18

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COMPLAINTS - End of year Summary

Stage One complaints

In 2017/18 we received 461 Stage One complaints.

There has been a decrease of 56 Stage One complaints received for 2017/18 in comparison to the previous year.

Of the 419 complaints closed in 2017/18:

123 were upheld

250 were not upheld

46 were partially upheld

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

Service Area	Upheld	Partial	Service Area	Upheld	Partial
Allocations	0	1	Housing Management	12	4
ASB	0	1	Housing Options	0	2
Customer Care	2	3	Kitchens & Bathrooms	3	1
Customer Service Team	0	2	Planned Maintenance	13	6
Day to Day repairs	62	15	Staff	8	4
Electrical	2	2	Rent/HB	7	0
Gas	10	3	Voids	4	2

Stage Two complaints

In 2017/18 we received 20 Stage Two complaints.

There has been an increase in the number of Stage Two complaints received for 2017/18 in comparison to the previous year when only 12 complaints were escalated to stage two.

Out of the 16 Stage Two complaints closed, 6 were upheld, 1 partially upheld and 9 not upheld.

Stage Three complaints

In 2017/18 we received 1 Stage Three complaint.

At present the Stage Three hearing has not taken place and has been put on hold at the request of the customer.

There has been a decrease of 1 Stage Three complaints received for 2017/18 in comparison to the previous year.

Performance - In 2017 / 2018, 98.96% of all complaints were responded to within timescale against a target of 96%.

Ombudsman – 4 customers have contacted the Ombudsman. Two cases have gone through the complaints process in 2017 and 2 cases contacted the Ombudsman directly without exhausting through the complaints process.

We have provided all the complaint paperwork and are awaiting their response.

Compensation

In total during 2017/18 £2690 compensation was paid out. All payments were made 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	£1600	22
Voids	£495	3
Housing Management	£300	1
Gas	£155	5
Rents	£100	1
Kitchen & Bathrooms	£20	1
Planned Maintenance	£10	1
Customer Service	£10	1

Compliments

In 2017/18 we received 185 compliments.

There has been a decrease of 144 compliments received for 2017/18 in comparison to the previous year.

Councillor and MP enquires

In 2017/18 we received a total of 839 Councillor and MP enquiries, this is a significant increase from the previous year when we received 586 Councillor and MP enquiries.

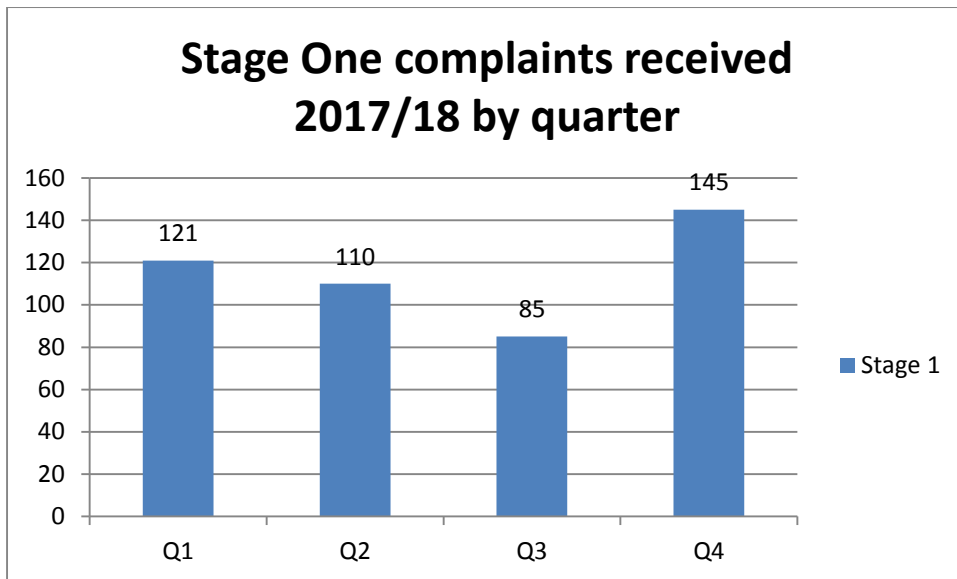
The increase has come as a result of various teams transferring from Derby City Council to Derby Homes in 2017, namely Housing Options and Derby Advice.

STAGE ONE COMPLAINTS Q4

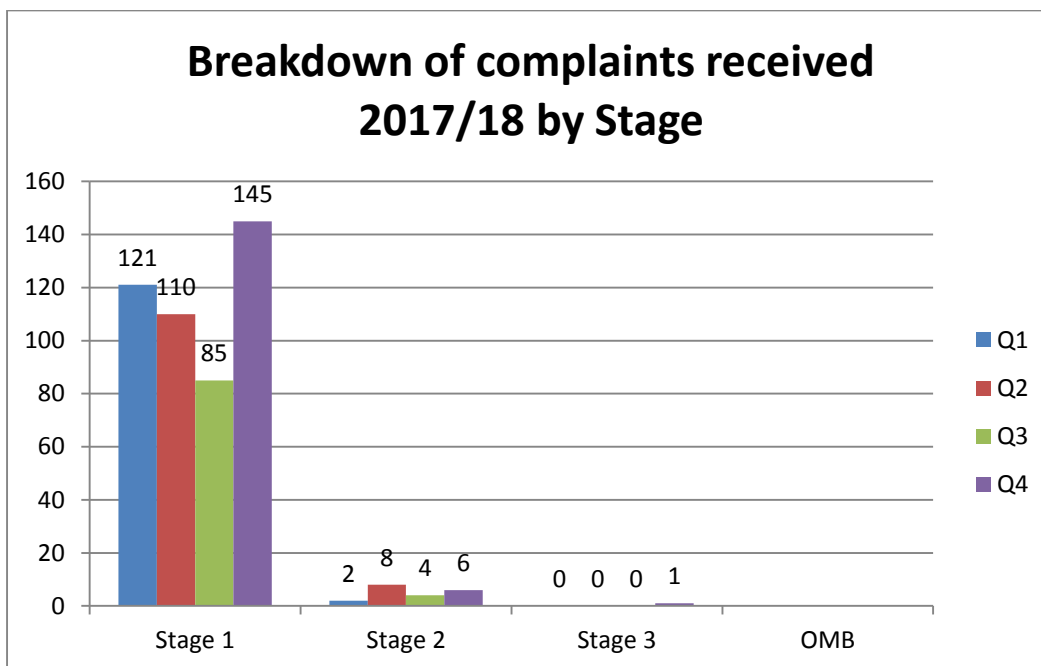
During Q4, 2017/18 there has been a total of 146 Stage One complaints recorded.

Stage One complaints received over last 3 years

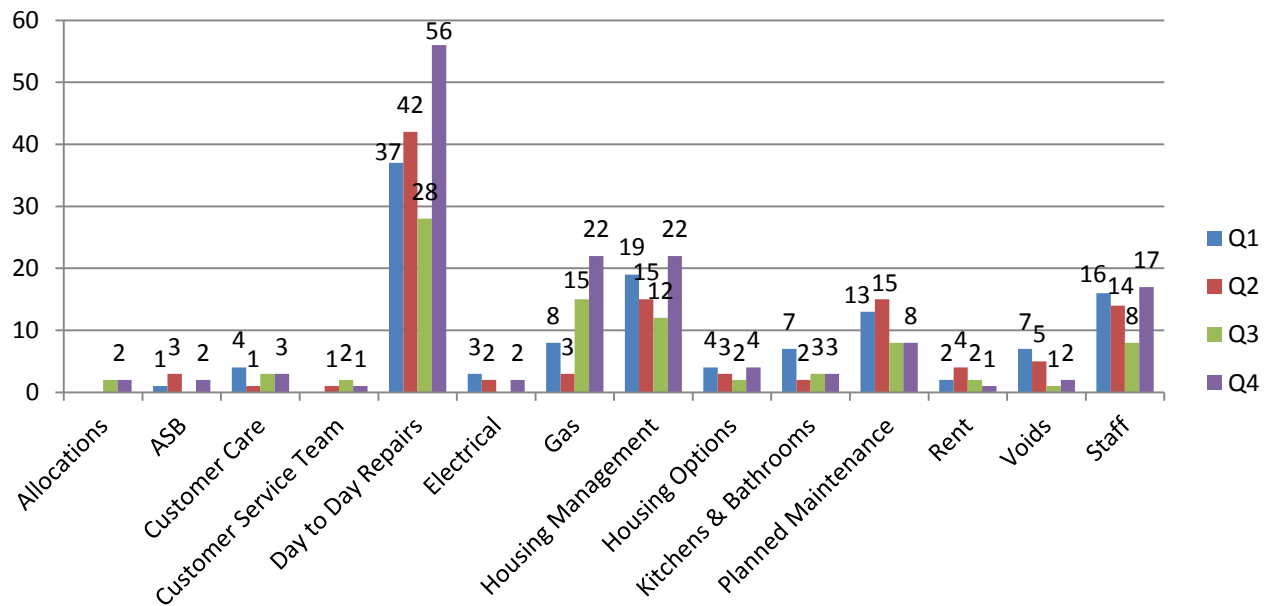
	2015/16	2016/17	2017/18
Q1	116	131	121
Q2	114	138	110
Q3	111	125	85
Q4	153	123	145
Total	494	517	461



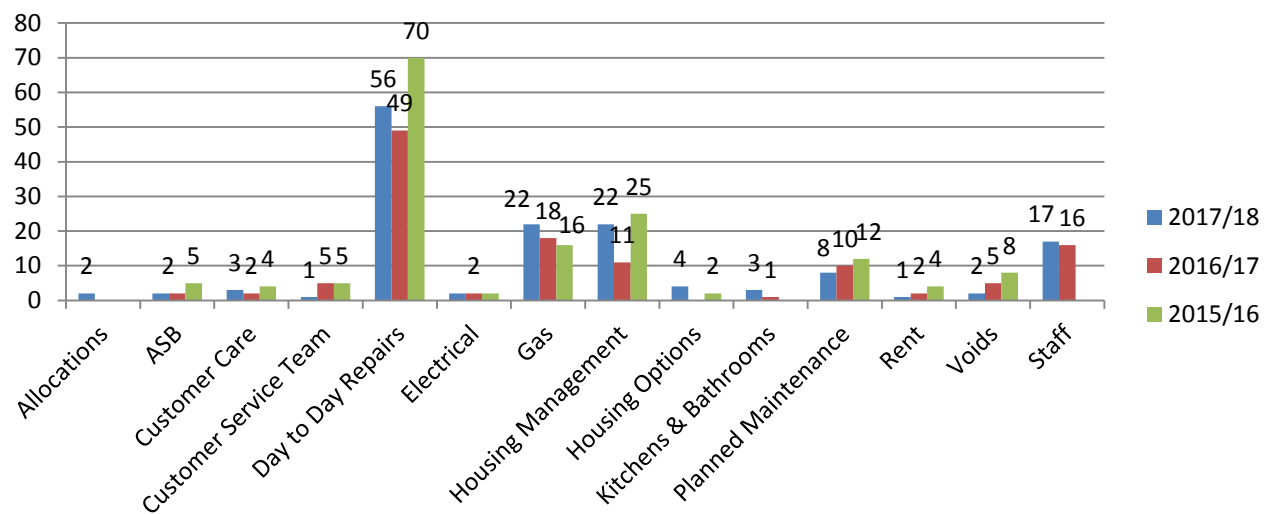
There has been an increase in the number of Stage One complaints received during Q4 in comparison to 2016/17, with an increase of 22 complaints.



Stage One Complaints by Type 2017/18



Stage One complaints received Q4 by type over last 3 years



The largest number of complaints received were relating to the following teams:
 Day to Day Repairs - 56 (During Q4 9533 repairs were completed by this team)
 Gas – 22
 Housing Management - 22

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

Day to Day Repairs - Total 56	Gas – Total 22	Housing Management - Total 22
Time taken to complete repair - 14	Workmanship - 7	Furnished Tenancies - 6
Damage to property / compensation - 10	Damage to property / compensation - 6	Rehousing - 3
Workmanship/ Job not completed - 11	Disputing decision - 4	Condition of property - 3
Condition of property - 4	Time taken to complete repair - 4	Permit - 2
Appointment issues - 3	Appointment issues - 1	Parking - 2
External Contractor - 3		Neighbourhood Issues - 2
Work not complete - 2		Tenancy Issues - 2
Mould and damp - 2		Recharges - 1
Pest Control - 2		Tenancy Sustainment - 1
Out of Hours - 2		
Disputing decision - 2		
Scaffolding - 1		

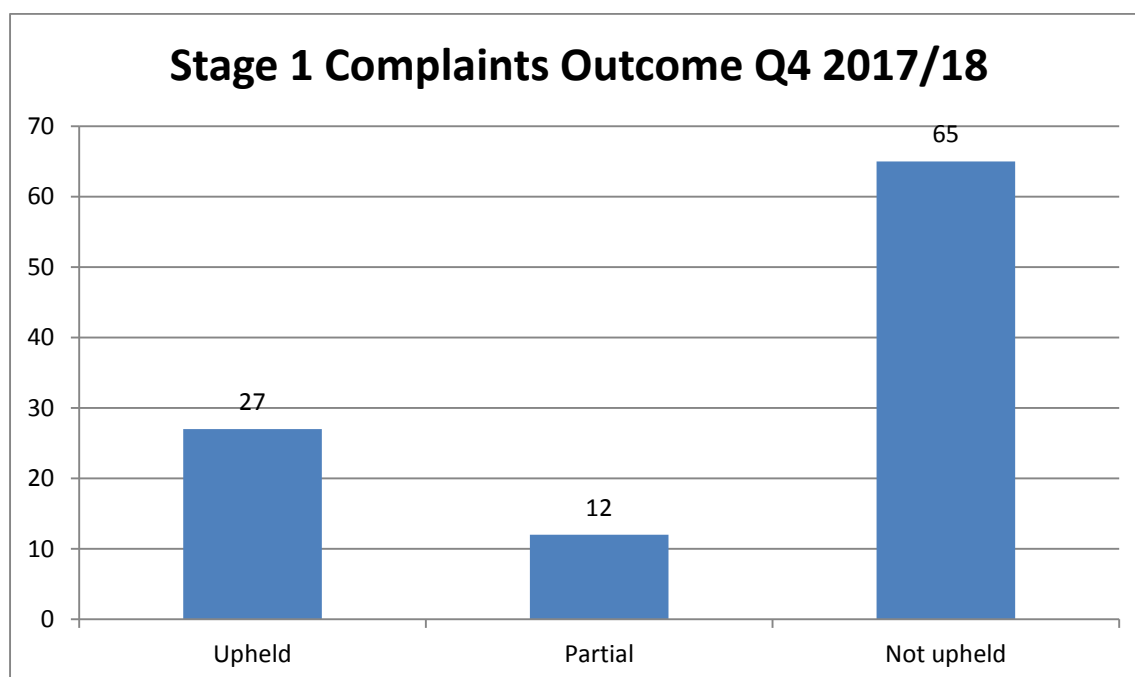
Breakdown of Stage One complaints closed in Q4 2017/18 and outcome

Total closed - 105

Upheld - 27

Not upheld - 66

Partially upheld - 12



Breakdown of all complaints outcome by service area

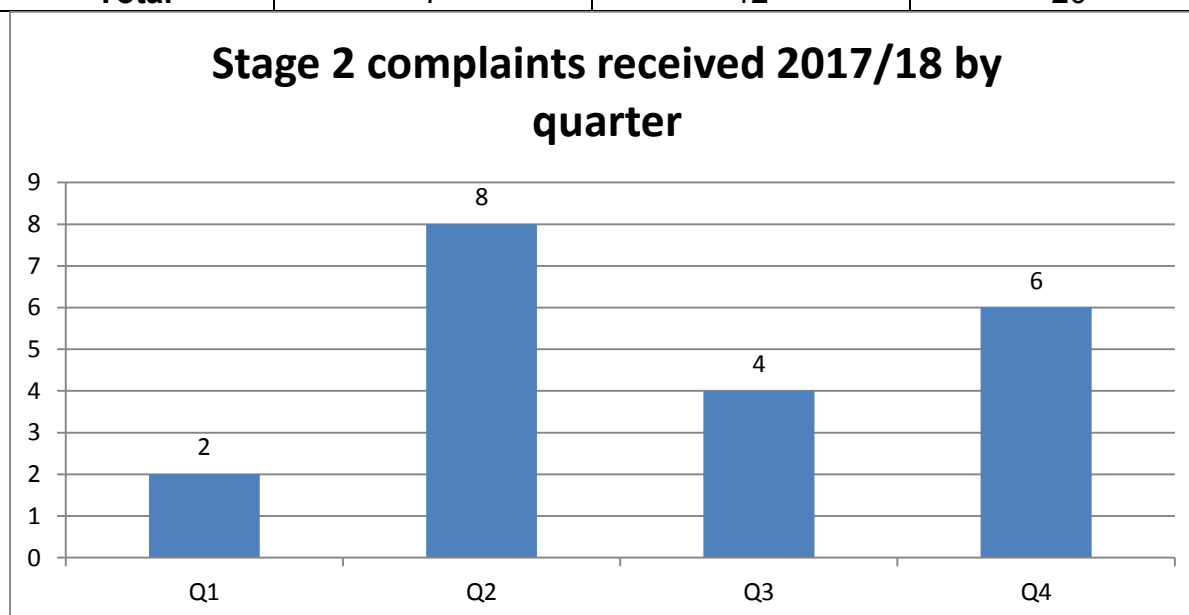
	Closed	Upheld	Partial	Not upheld
Day to Day	45	14	3	28
Housing Management	18	4	2	12
Gas	17	2	2	13
Planned Maintenance	5	3	0	2
Staff	11	3	1	7
Customer Service Team	1	0	1	0
Customer Care	1	0	1	0
Housing Options	4	0	1	3
Rent / HB	1	1	0	0
Voids	0	0	0	0
Kitchens & Bathrooms	2	0	0	2
Allocations	1	0	1	0
ASB	1	0	0	1
Electrical	1	0	0	1

STAGE TWO COMPLAINTS

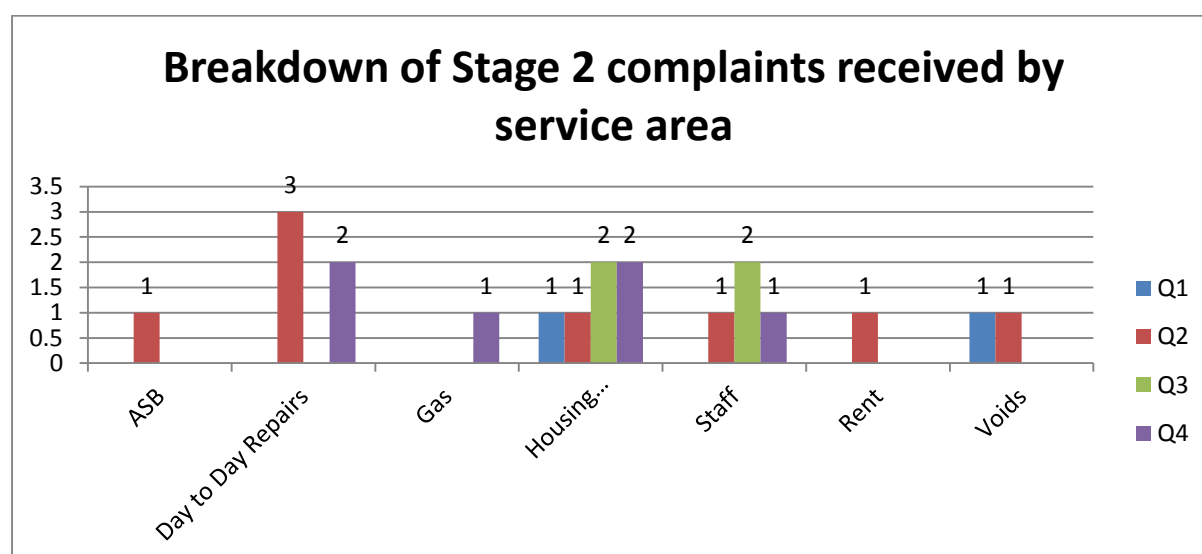
During Q4, 2017/18 there has been 6 Stage Two complaints recorded.

Stage 2 complaints over last 3 years

	2015/16	2016/17	2017/18
Q1	3	4	2
Q2	0	1	8
Q3	0	2	4
Q4	4	5	6
Total	7	12	20



4 stage two complaints were closed during Q4, all 4 were not upheld.



STAGE THREE COMPLAINTS

Total Stage Three complaints for 2017/18

Q1: 0

Q2: 0

Q3: 0

Q4: 1

Stage Three complaints received in Q1 over last 3 years

	2015/16	2016/17	2017/18
Q1	0	1	0
Q2	1	0	0
Q3	0	0	0
Q4	2	1	1

We are unable to record the outcome of the Stage Three Hearing as this has been put on hold at the request of the customer.

Compensation

In total during Q4 of 2017/18 £945 compensation has been paid out.

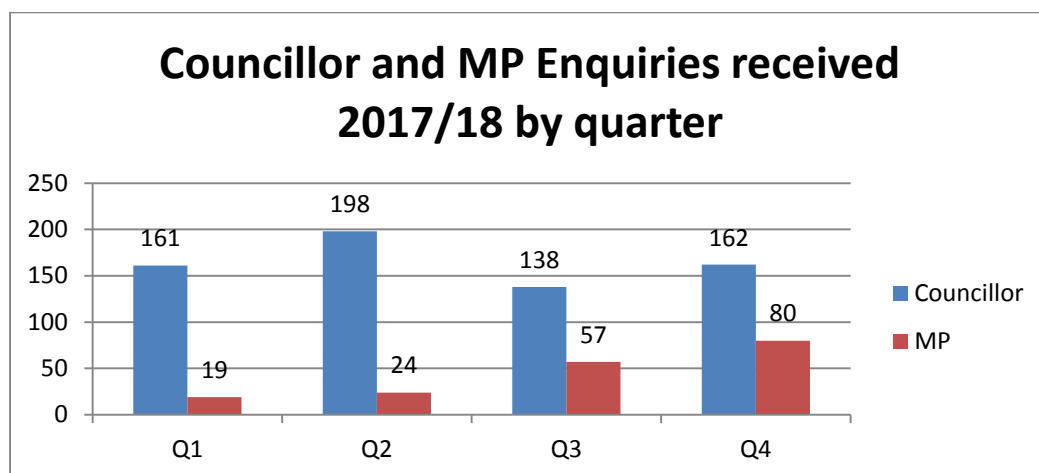
This compensation figure is solely made up of payments made following a complaint. This figure does not include missed appointment payments made.

Below is a breakdown of departments who have made compensation:

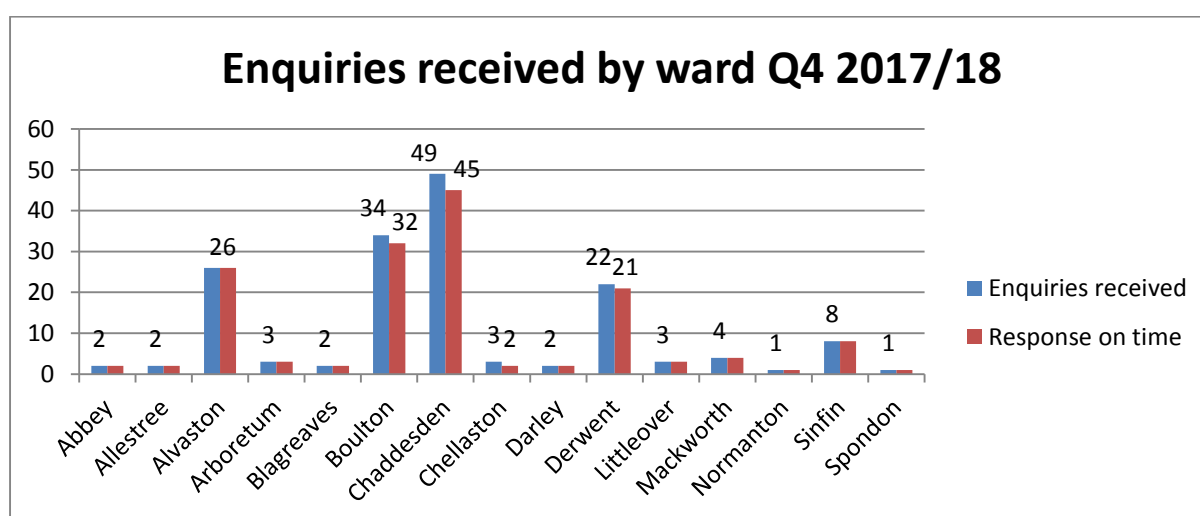
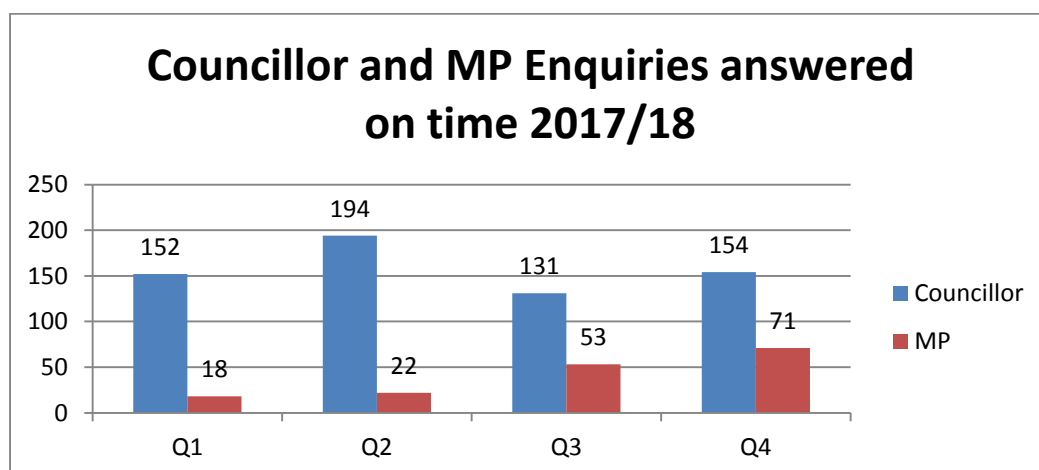
Team	Amount of compensation paid	Number of compensation payments made
Day to Day Repairs	£545	3
Housing Management	£300	1
Gas	£100	1

Councillor/MP Enquiries

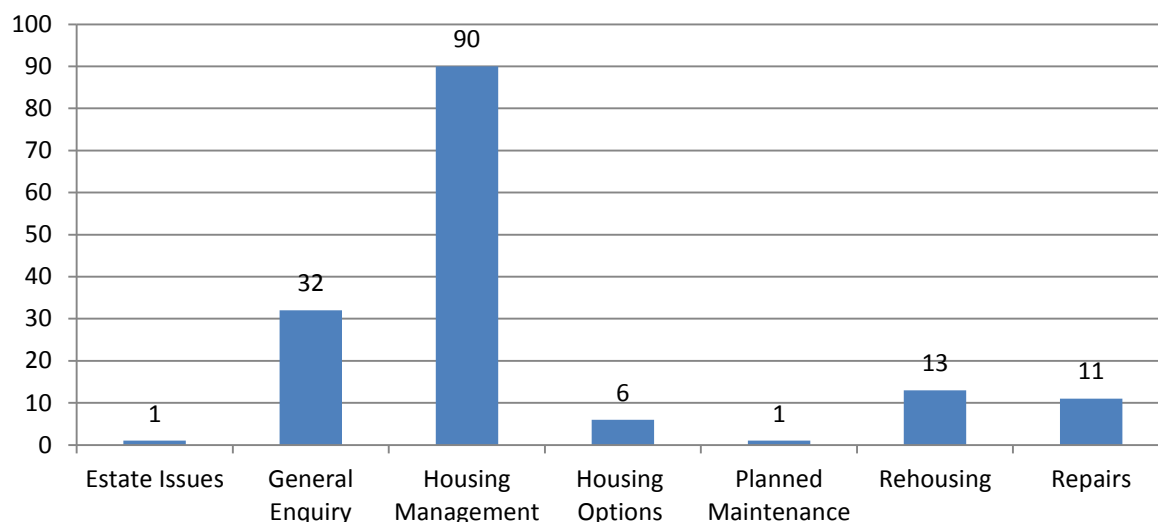
During Q4 2017/18 there was 162 Councillor and 80 MP enquiries received.



During Q4 154 Councillor Enquiries and 71 MP enquiries were responded to on time.
Councillors Enquiries = 2 working days and MP Enquiries = 7 working days



Councillor Enquiries Q4 2017/18

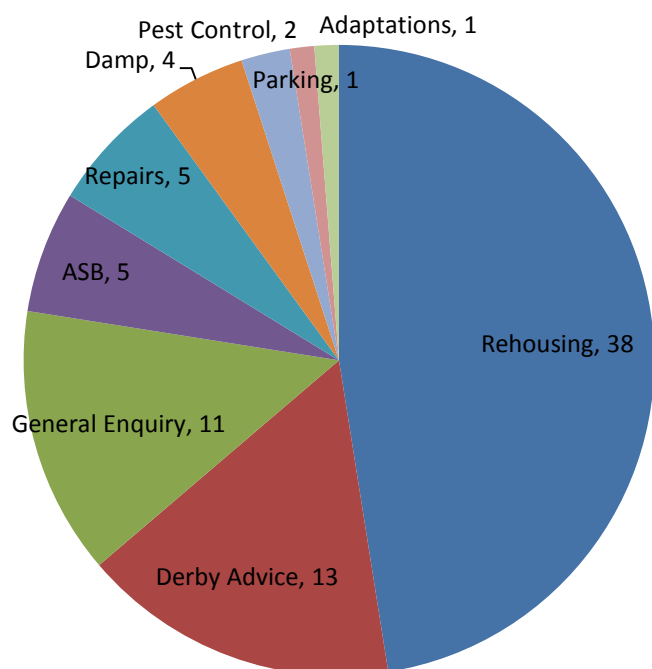


MP Enquiries

There was a total of 80 MP Enquiries in Q4 2017/18

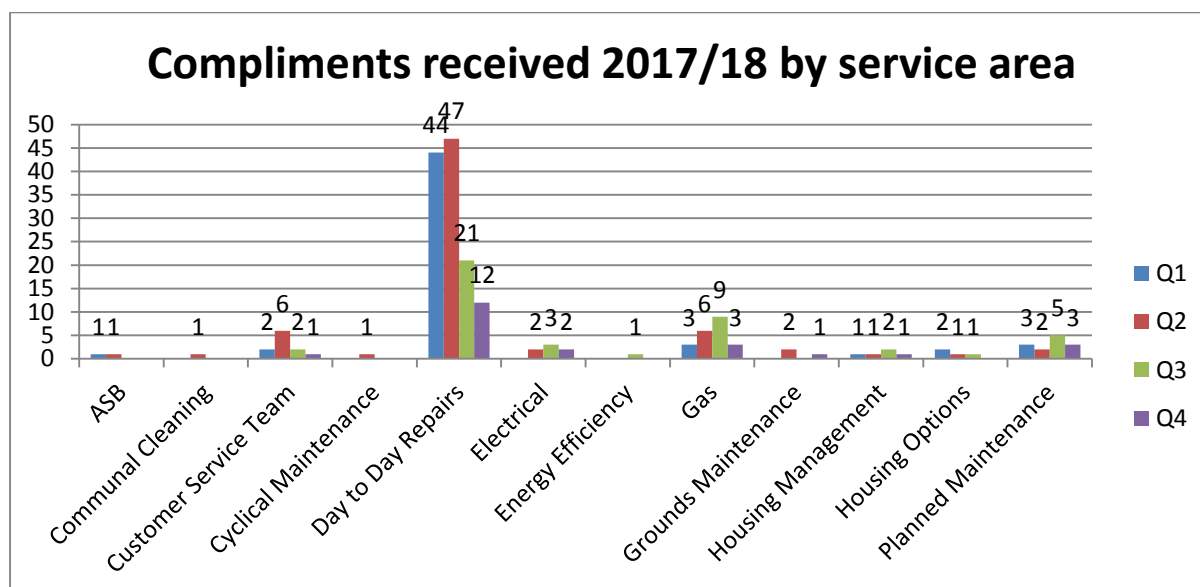
Breakdown

MP Enquiries Q4 2017/18



Compliments

During Q4 there were 23 compliments recorded.



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 **** 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 **** 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 *** 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 **** was brilliant really helpful and understanding and when in a difficult situation it's nice for people to be there to help.