

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

Report of the Customer Service and Equalities Manager

### **1. SUMMARY**

- 1.1 This report provides detailed analysis of complaints received between 1 July and 30 September 2022 (Q2)

### **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 first quarter - 2022/23.

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

- 4.1 There were 63 Compliments recorded during Q2 this is an increase of 22 compliments in comparison to the previous quarter, details can be found on page 6.
- 4.2 Full details of all complaints received are shown on pages 8 - 12 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q2 a total of 101 complaints were received, all were acknowledged within the target time of 2 working days.
- 4.4 During Q2 100% of complaints were responded to within timescales.
- 4.5 Out of the 87 stage 1 complaints closed complaints in Q2 2022/23  
33 were upheld  
31 were not upheld  
23 were partially upheld
- 4.6 Out of the 33 upheld complaints, all were the fault of Derby Homes.

In Q2 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 10 of Appendix 1

- 4.7 During this quarter we closed 6 stage 2 complaints.
- 0 complaint was upheld  
3 complaints were partially upheld  
3 complaints were not upheld.
- 4.8 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.
- 4.9 Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.
- 4.10 **Ombudsman**  
During Q2 2022/2023, 2 complaints were escalated to the Ombudsman this quarter, we will report the outcome when this is received from the Housing Ombudsman.
- 4.11 During Q2 we received 1 determination back from the Housing Ombudsman which found no maladministration. This was a case regarding a fly infestation and how we handled the situation.
- 4.12 The Housing Ombudsman revised the Complaint Handling Code. These changes came into force on 1<sup>st</sup> April 2022.
- 4.13 Landlords are required to self-assess against the new revised Complaint handling code by October 2022. Our self assessment document can be found on the website [code-self-assessment-website-2022.pdf \(derbyhomes.org\)](https://www.derbyhomes.org/code-self-assessment-website-2022.pdf)
- 4.14 **Compensation**
- 4.15 During Q2 a total of £2,280 compensation was paid out following complaints being made. Details of compensation payments are shown on page 13 of Appendix 1.
- 4.16 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.
- 4.17 **Learning from Complaints**
- 4.18 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 13 - Appendix 1

#### 4.19 **Councillor and MP Enquiries**

There was a total of 135 Councillor enquiries and 58 MP enquiries received during Q2.

111 Councillor enquiries were responded to within timescale and 45 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 15-16 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:

List of appendices:

Appendix 1 = Q2 Complaints Report

This report has been approved by the following

Managing Director	Maria Murphy	29/11/2022
Head of Governance and Corporate Services	Taranjit Lalria	29/11/2022
Head of Finance	Helen Samuel	29/11/2022