

COMPLAINTS AND COMPLIMENTS QUARTER 1 2022 / 2023

Report of the Customer Service and Equalities Manager

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 April and 30 June 2022 (Q1)

2. RECOMMENDATION(S)

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

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on complaints and compliments received during the first quarter - 2021/22.

4. MATTER(S) FOR CONSIDERATION

- 4.1 There were 41 Compliments recorded during Q1 this is an increase of 6 compliments in comparison to the previous quarter, details can be found on page 5.
- 4.2 A communication to remind staff to record compliments has been issued.
- 4.3 Full details of all complaints received are shown on pages 7 - 11 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.4 During Q1 a total of 70 complaints were received, all were acknowledged within the target time of 2 working days.

During Q1 96.82% of complaints were responded to within timescales.

Out of the 60 stage 1 complaints closed complaints in Q1 2022/23

25 were upheld
21 were not upheld
14 were partially upheld

Out of the 25 upheld complaints, 24 were the fault of Derby Homes.

- 4.5 In Q1 the category with the highest number of complaints were received relating to members of staff. The Senior Management Team are aware, and a separate staff complaints report is issued to them.

4.6 During this quarter we closed 3 stage 2 complaints.

1 complaint was upheld
0 complaints were partially upheld
2 complaints were not upheld.

4.7 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.

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

Ombudsman

4.9 During Q1 2022/2023, 3 complaints were escalated to the Ombudsman this quarter, we will report the outcome when this is received from the Housing Ombudsman.

4.10 During Q1 we have received 1 determination back from the Housing Ombudsman relating to a complaint investigation about a garden following the property being void. The determination found no maladministration from Derby Homes.

4.11 The Housing Ombudsman revised the Complaint Handling Code. These changes came into force on 1st April 2022.

4.12 In line with the revised Complaint Handling code the Complaints Policy has been amended – Attached at Appendix 2

4.13 Landlords are required to self-assess against the new revised Complaint handling code by October 2022.

Compensation

4.14 During Q1 a total of £2,695 compensation was paid out following complaints being made. Details of compensation payments are shown on page 12 of Appendix 1.

4.15 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.

Learning from Complaints

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

4.17 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

Councillor and MP Enquiries

- 4.18 There was a total of 156 Councillor enquiries and 67 MP enquiries received during Q1.
121 Councillor enquiries were responded to within timescale and 40 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 14 - 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: None

List of appendices: Appendix 1 - Q1 Complaints Report
Appendix 2 - New Complaints, Comments and Compliments Policy

This report has been approved by the following

Managing Director	Maria Murphy	09.09.2022
Finance Director/Derby Homes Accountant	Michael Kirk	12.09.2022
Company Solicitor	Taran Lalria	13/09/2022