

## How are we performing?

April - June 2024



Stage 1:

**568**

complaints handled in  
**4.90** days on average

Stage 2:

**46**

complaints handled in  
**9.61** days on average

**98%**

of all complaints have been handled  
in timescale, with a satisfaction  
score of 59.5%



## Learning from our complaints

We want to ensure we are responding to complaints effectively and fairly to create a positive complaint handling culture. To do this we will learn from customer feedback – here's an example of this learning from the last few months:

### Feedback

From April to June 2024 complaints have continued to rise, with 270 more complaints than in the same period last year. This is a result of the complaints spotlight from the Housing Ombudsman in recent months and improvements to the complaints process, making it easier for customers to make a complaint.

### Action

We have identified the need to increase resource in the team to help ensure your complaints are responded to within our timescales and make sure a quality service is provided.

### Result

We have recruited two additional Customer Recovery Co-Ordinators to support the team in dealing with formal complaints.

## You said, we did

### You said:

The process for changing a tenancy type from joint to single was not straight forward.



### We did:

We have reviewed our policy and process to make it easier for our customers.

