



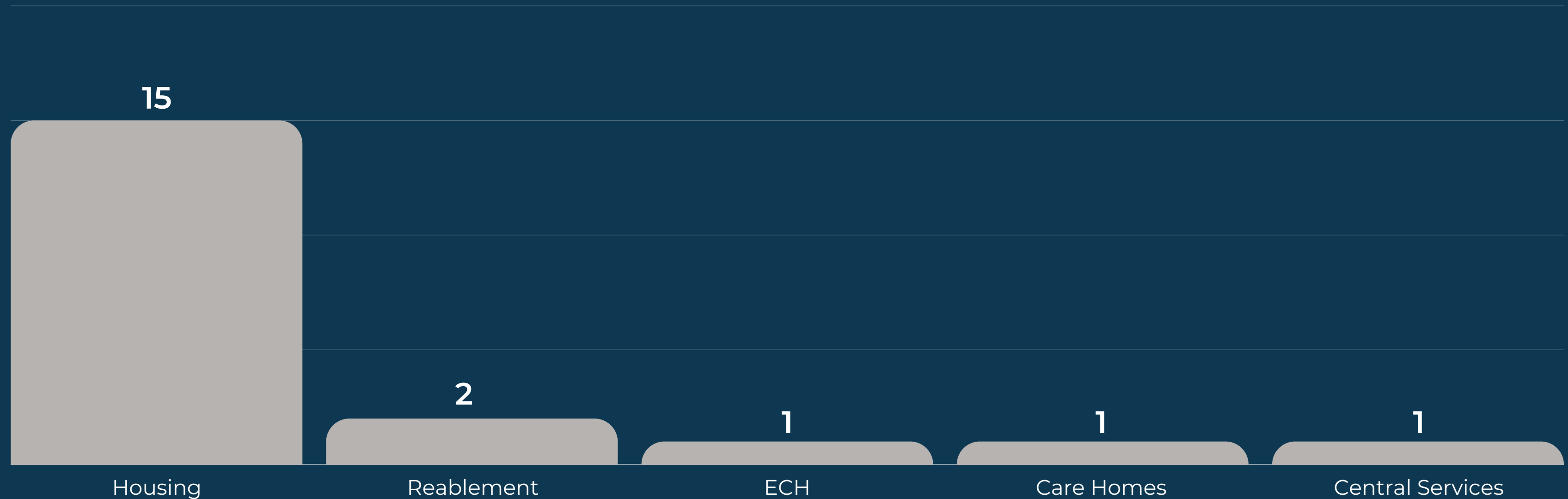
Complaints and Compliments

Q3 (October - December) 2023



Number of complaints and compliments received

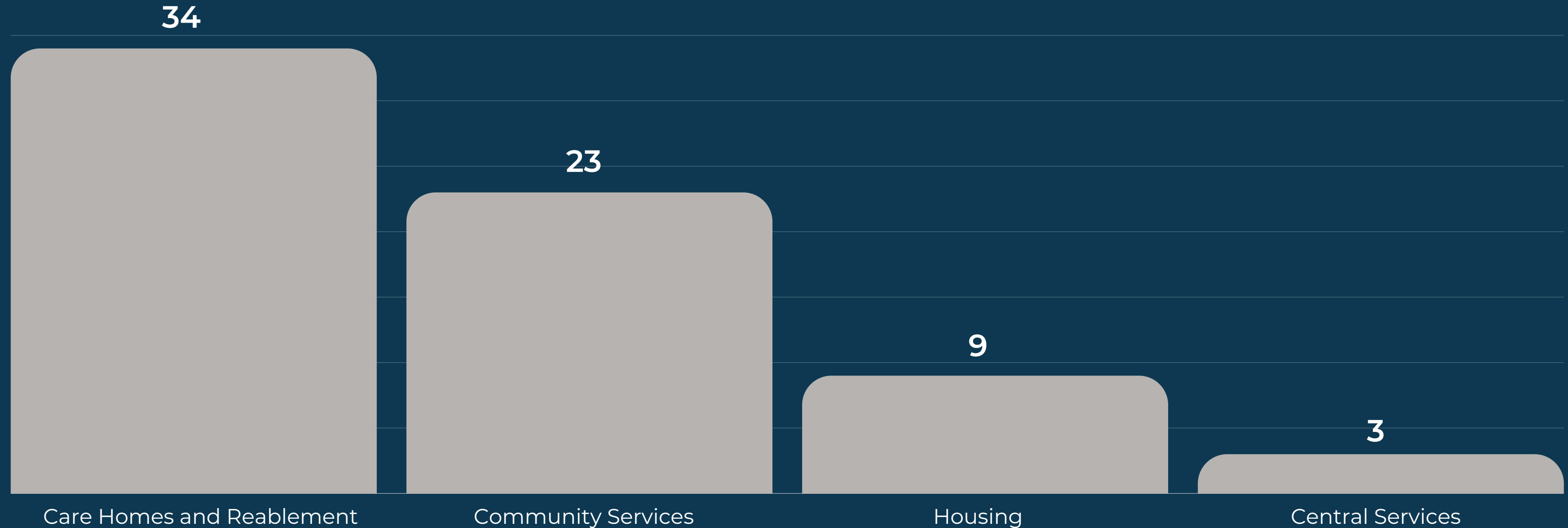
20 stage 1 complaints were received during Q3:



4 complaints were escalated to the second stage in the quarter.

Number of complaints and compliments received

69 compliments were received and recorded centrally during Q3:



Many more cards and verbal compliments are received locally.

Based on 926 sheltered housing units this works out as (against 15 housing complaints):

0.016

complaints per household

1 complaint per

61.7

households

Based on the 234 ECH units this works out as (against 1 ECH complaint):

0.004

complaints per household

1 complaint per

234

households

During the quarter for care homes, this works out as:

0.003

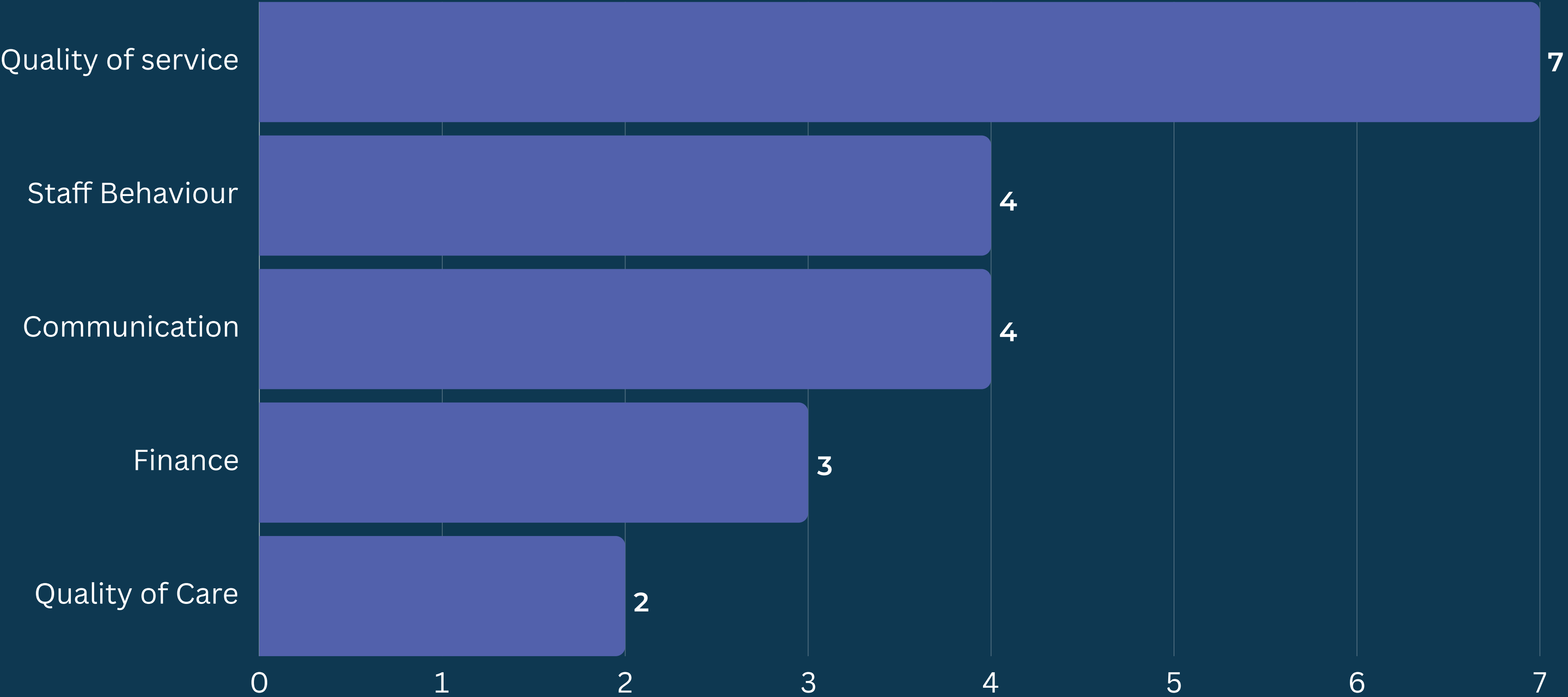
complaints per place

1 complaint per

334

care places

Issues raised in complaints



Timeliness of responses

100%
(20)

of complaints were acknowledged within 3 working days as per our policy.

75%
(15)

of complaints were responded to within 10 working days.

- Reasons for not meeting the deadline for responding include: staff sickness and pre-booked annual leave over the Christmas period and the complexity of the complaint involving clarification regarding the wording of the outcome letter. In each case, the complainant was informed of the extension and given a new deadline.