



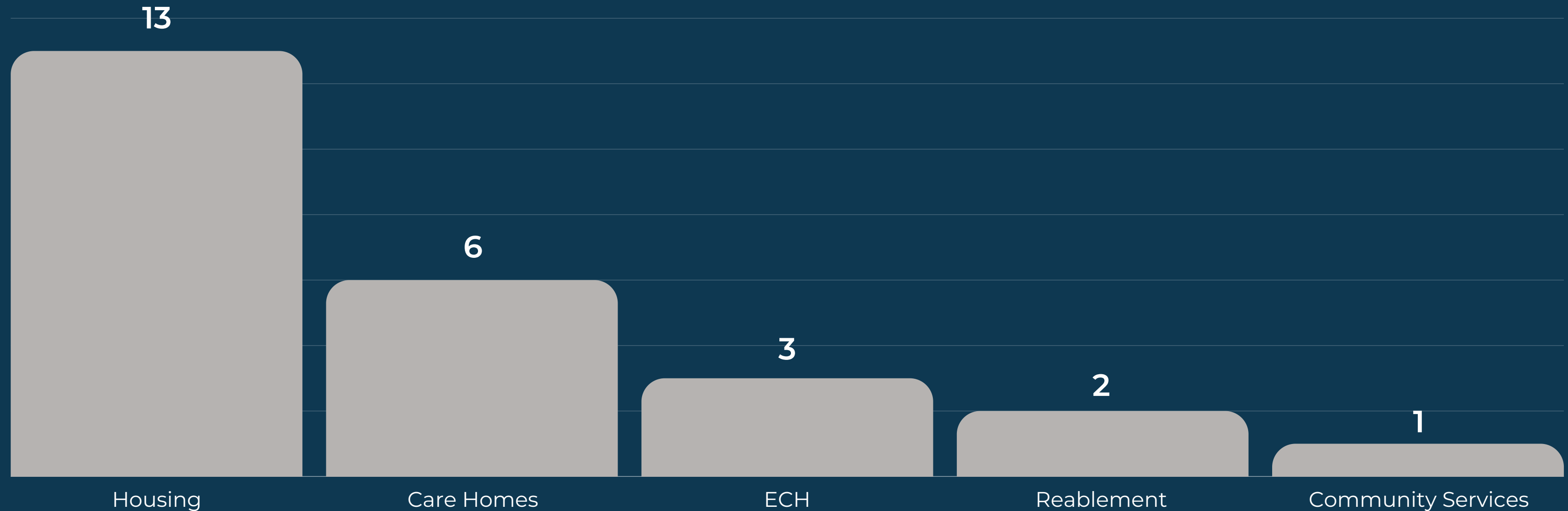
Complaints and Compliments

Q4 (January - March) 2024



Number of complaints and compliments received

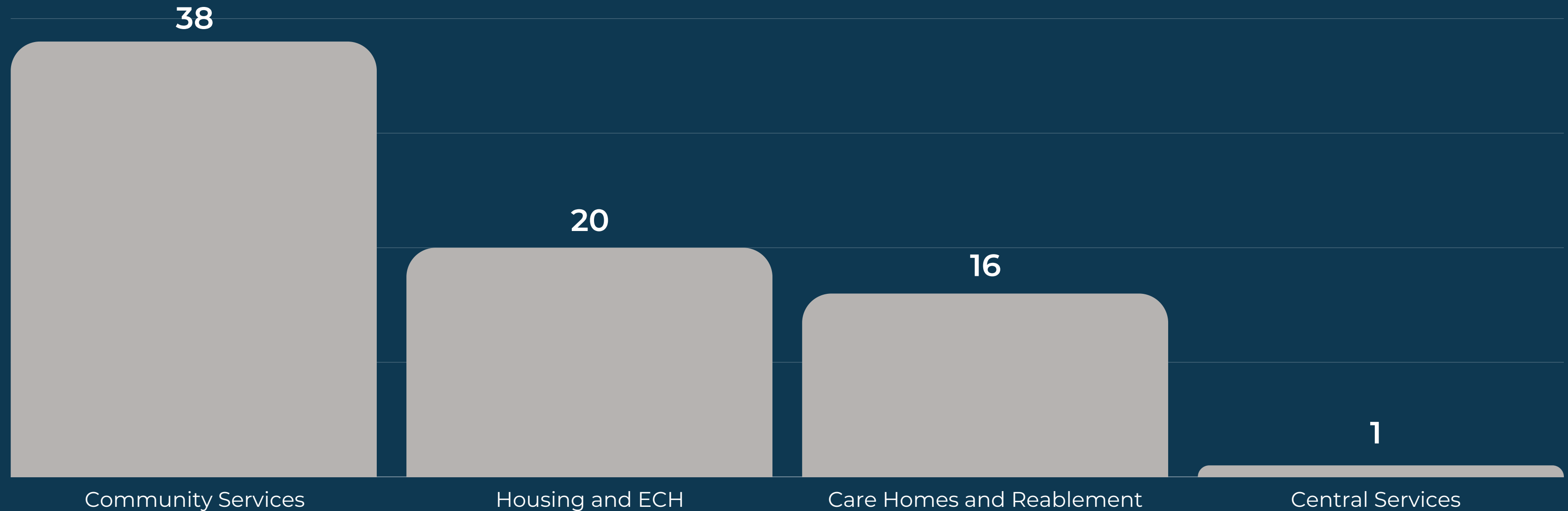
25 stage 1 complaints were received during Q4:



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

Number of complaints and compliments received

75 compliments were received and recorded centrally during Q4:



Many more cards and verbal compliments are received locally.

Based on 926 sheltered housing units this works out as (against 13 housing complaints):

0.014

complaints per household

1 complaint per

71.2

households

Based on the 234 ECH units this works out as (against 3 ECH complaints):

0.013

complaints per household

1 complaint per

78

households

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

0.018

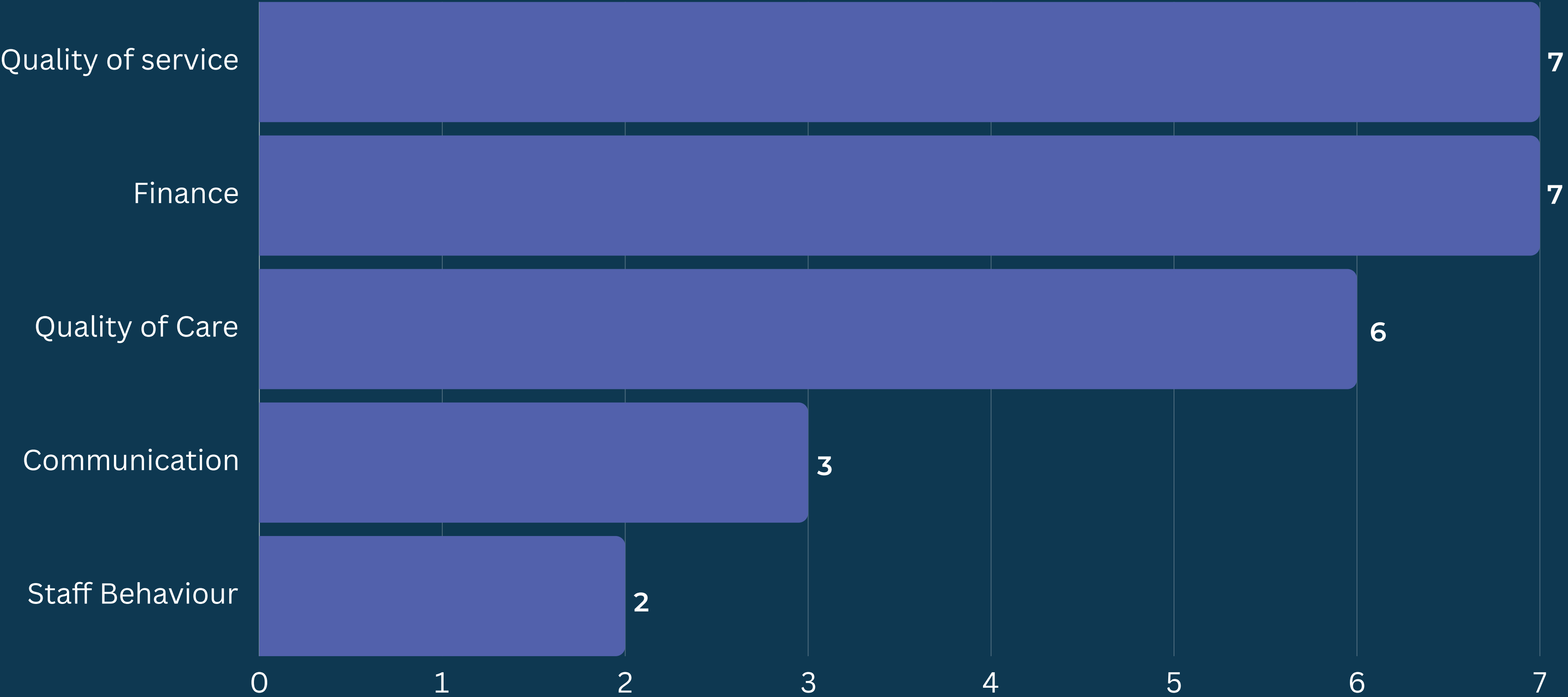
complaints per place

1 complaint per

55.7

care places

Issues raised in complaints



Timeliness of responses

96%
(24)

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

76%
(19)

of complaints were responded to within 10 working days.

- Reasons for not meeting the deadline for responding include: staff annual leave during the Easter period and the complexity of the complaint requiring further investigation. In each case, the complainant was informed of the extension and given a new deadline.