

Complaints by category and sub-category for the year 2017/2018

During the 2017/2018 financial year we received a total of 3,496 new complaints. 218 of these complaints went on to escalate to Stage Two meaning an escalation rate of 6.2% for the year.

We received 10 new Stage Three cases out of the 218 cases that escalated to Stage Two, making an escalation rate of 4.6% for Stage Three cases during the financial year.

Complaint category	Complaint sub-category	Total
Responsive repairs	Incomplete works	1625
	Missed appointment	364
	Standard of workmanship	141
	Staff	99
	Policy	76
	Recharges	19
	Voids	16
	Grand Total	2340
Complaint category	Complaint sub-category	Total
Housing Services	Services provided	107
	Staff	85
	ASB Management	37
	Policy	27
	Mutual Exchange/Management Transfer	13
	Grand Total	269
Complaint category	Complaint sub-category	Total
Planned Programmes	Incomplete works	117
	Policy	48
	Standard of workmanship	35
	Missed appointment	19
	Staff	16
	Recharges	2
	Grand Total	237
Complaint category	Complaint sub-category	Total
Compliance (Inc. Electrical and Gas)	Incomplete works	92
	Policy	50
	Missed appointment	47
	Standard of workmanship	15
	Staff	4
	Recharges	2
	Grand Total	210
Complaint category	Complaint sub-category	Total
Customer Services	Staff	78
	Service delivery	61
	Grand Total	139

Complaint category	Complaint sub-category	Total
Care & Support	Staff	40
	Care & Support provided	13
	Services provided	9
	ASB Management	5
	Policy	2
	Occupancy services	1
	Grand Total	70
Complaint category	Complaint sub-category	Total
Income	Policy	32
	Staff	30
	Grand Total	62
Complaint category	Complaint sub-category	Total
Development	Defects	44
	Handover	5
	Policy	3
	Staff	2
	Grand Total	54
Complaint category	Complaint sub-category	Total
Service Charge	Account	30
	Policy	3
	Staff	2
	Grand Total	35
Complaint category	Complaint sub-category	Total
Estates Contracts	Communal Grounds Maintenance	21
	Window cleaning	5
	Internal cleaning	5
	Tree maintenance	1
	Grand Total	32
Complaint category	Complaint sub-category	Total
Home Ownership	Policy	16
	Service delivery	12
	Grand Total	28
Complaint category	Complaint sub-category	Total
Available Homes	Application	9
	Policy	5
	Sign Up	5
	Staff	1
	Grand Total	20