

Appendix C – Complaints Performance Data

Figure 1: Service requests received in 2023/24

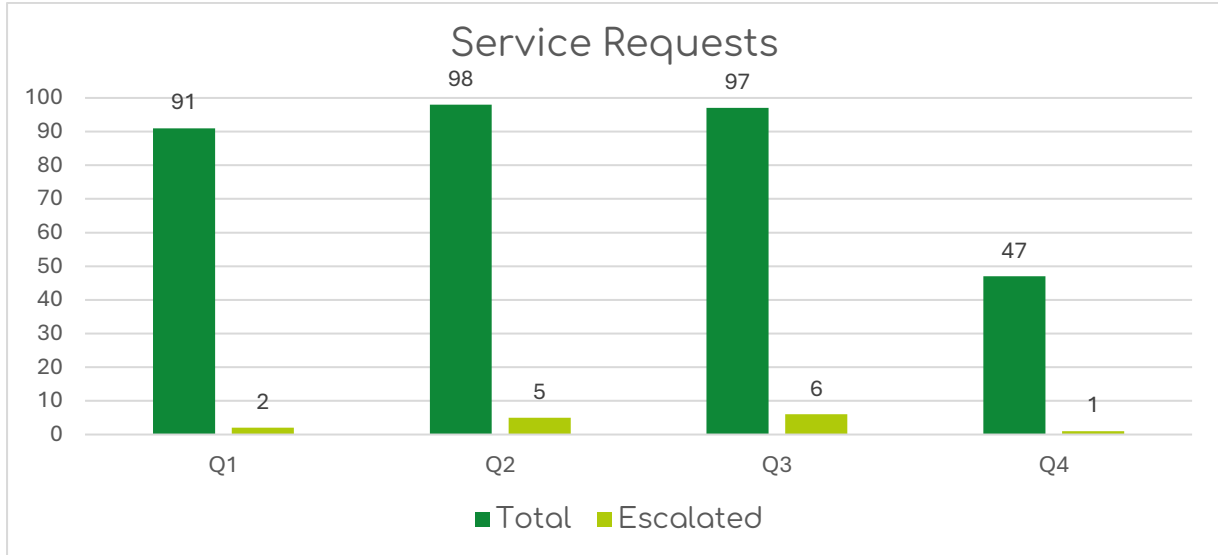


Figure 2: Stage 1 Complaint outcomes

	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Total
Complaint Upheld	17	16	16	13	59
Complaint Not Upheld	4	6	3	8	21

Figure 3: Complaints received in 2023/24

	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	Total
Stage 1 Complaints	18	22	19	21	80
Stage 2 Complaints	1	2	2	3	8

Figure 4: Stage 1 Complaints by Team

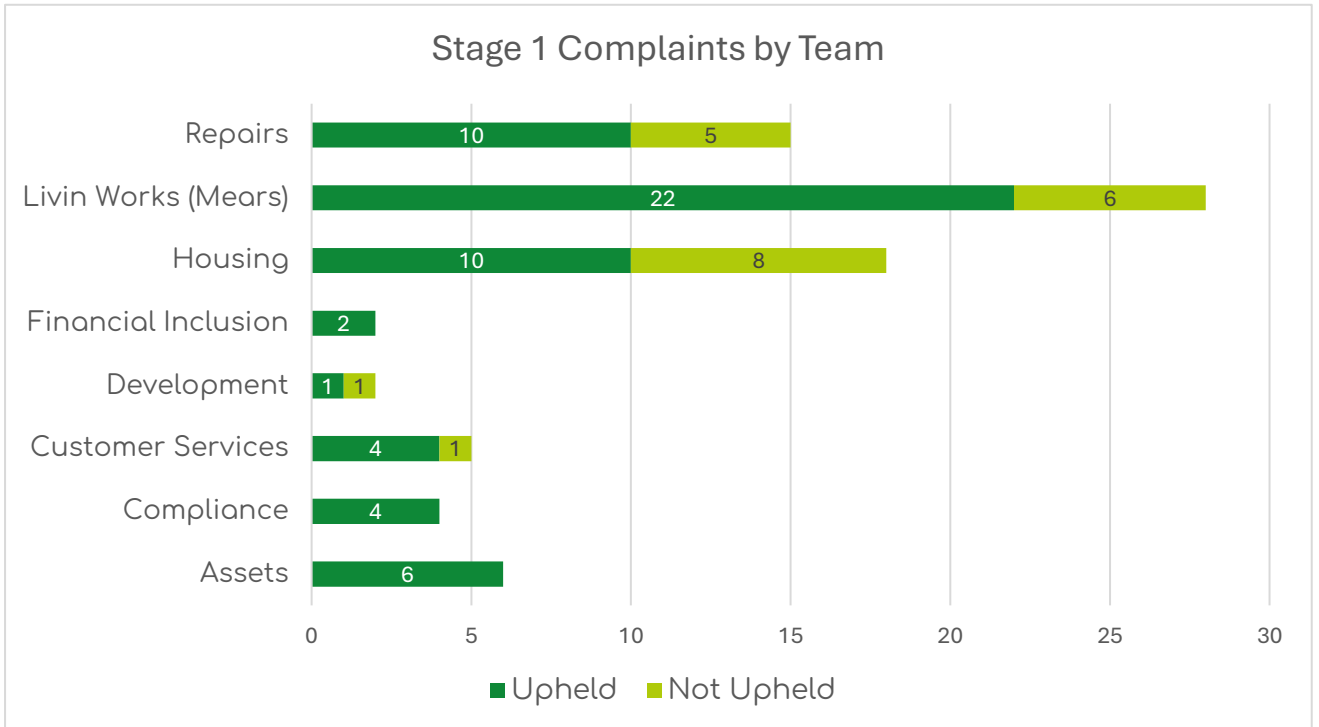


Figure 5: Customer to business transactions received each quarter from Q1 2022/23 to Q4 2023/24

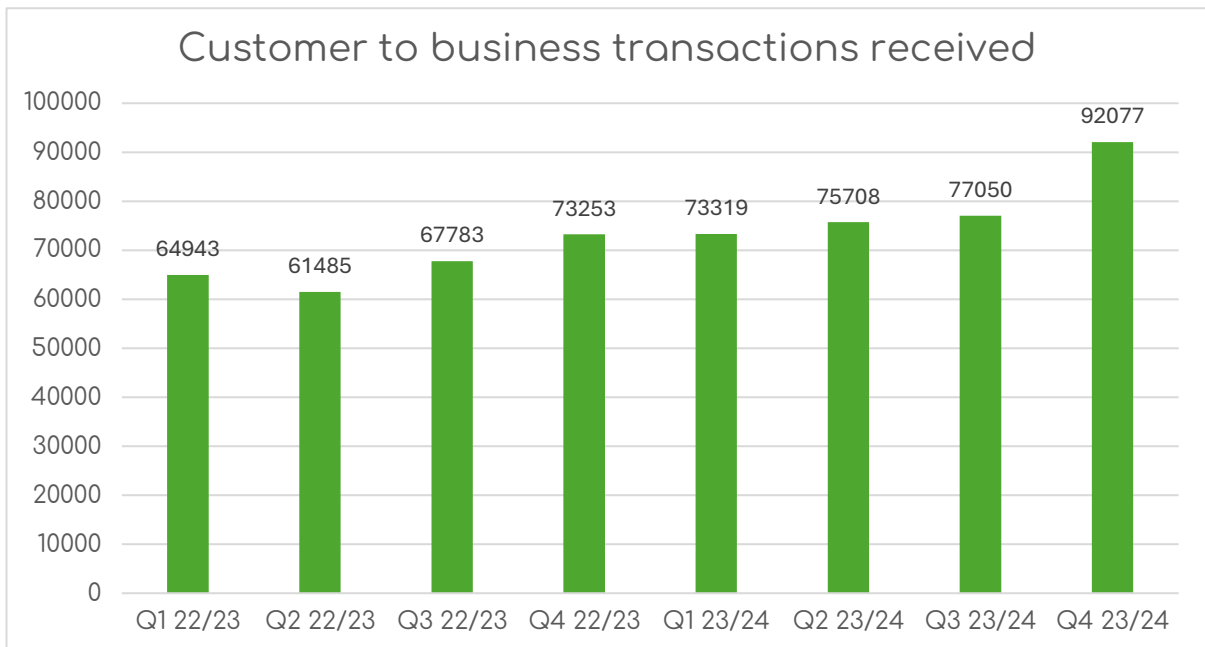


Figure 6: Complaints received per quarter from 2022/23 – 2023/24

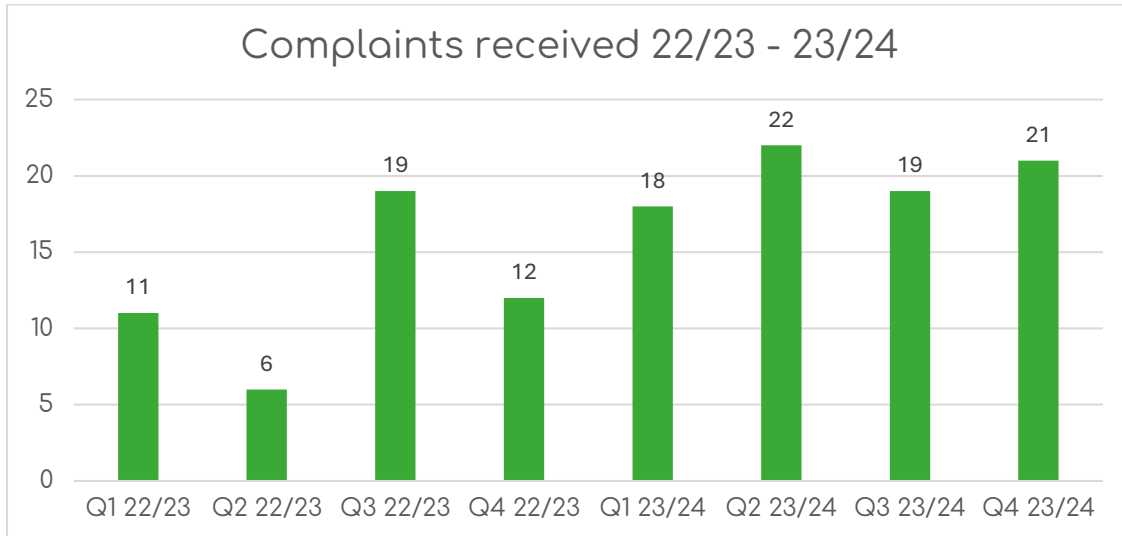


Figure 7: Stage 1 Complaint Themes

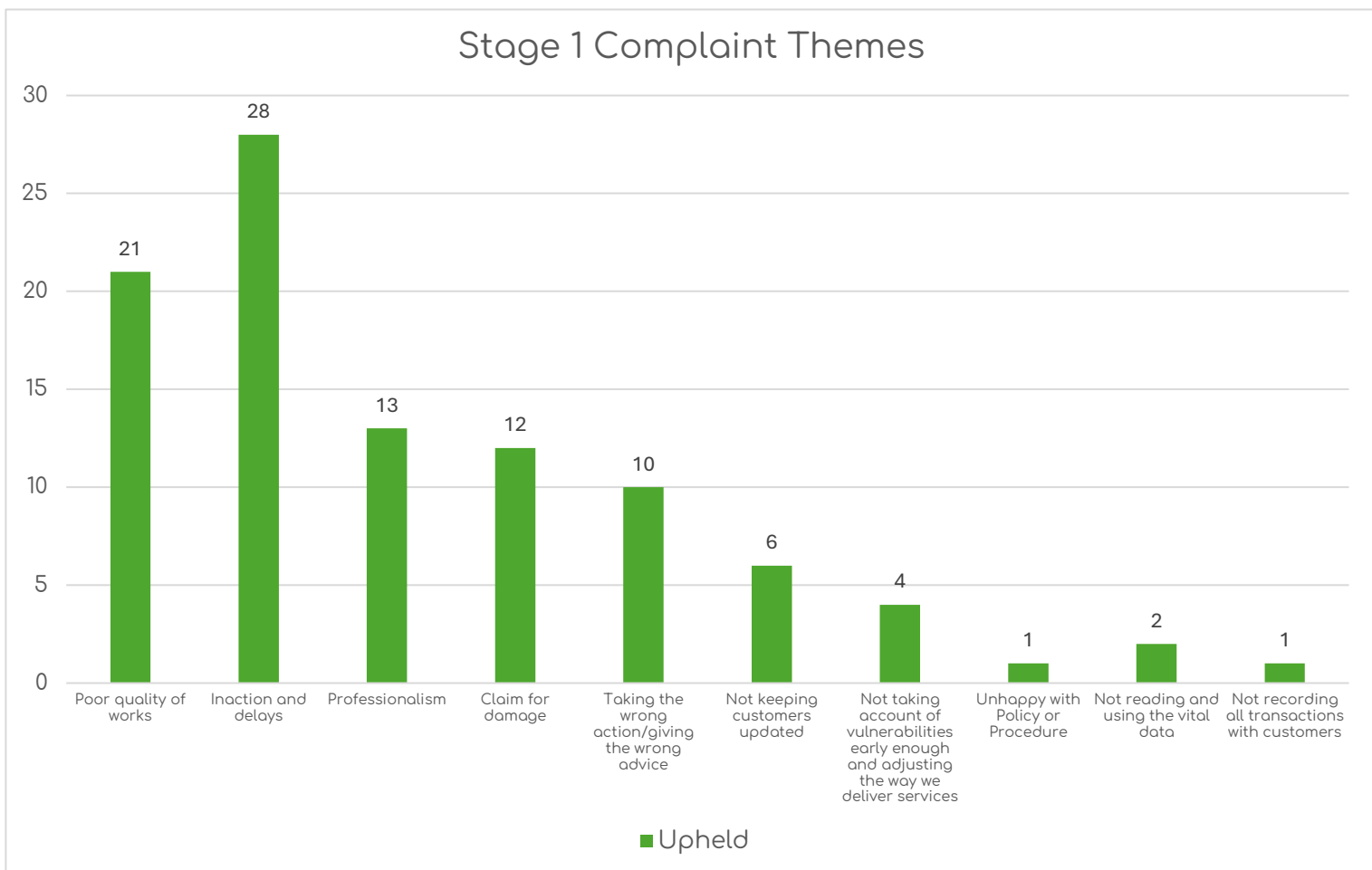


Figure 8: Stage 2 Complaints by Service Area

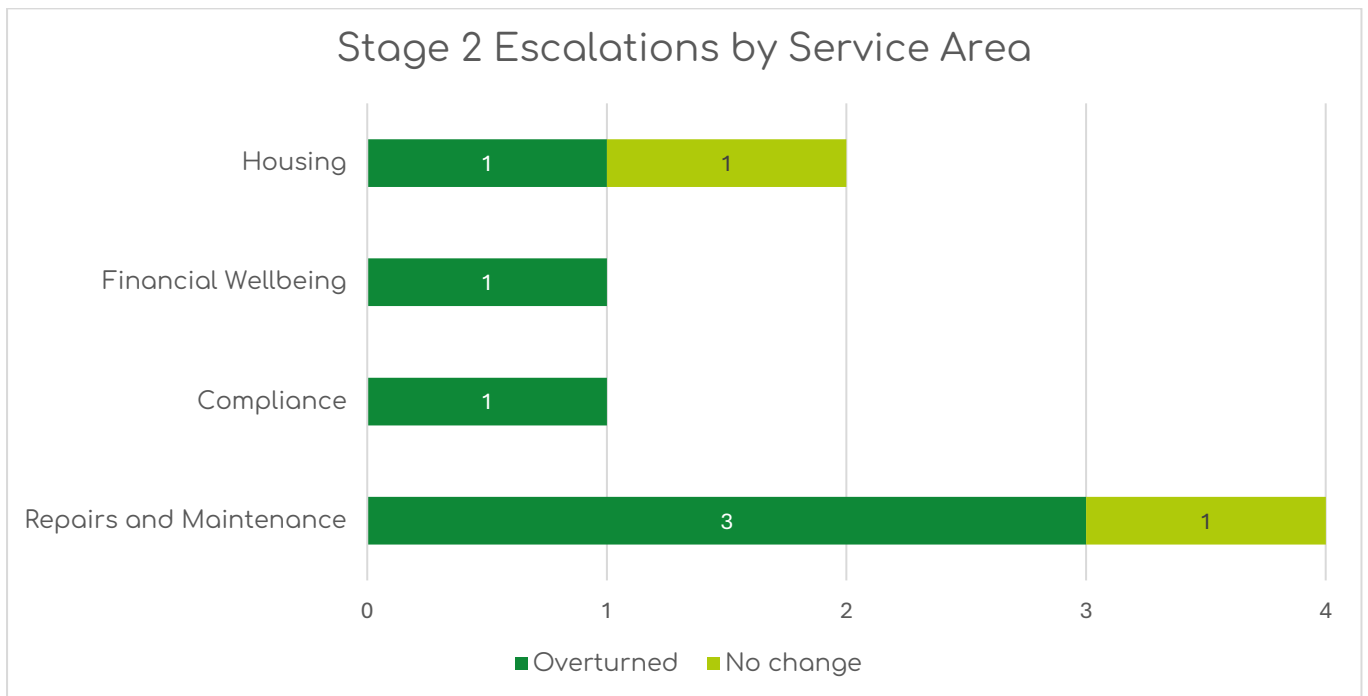


Figure 9: Stage 2 Complaints Service Failures

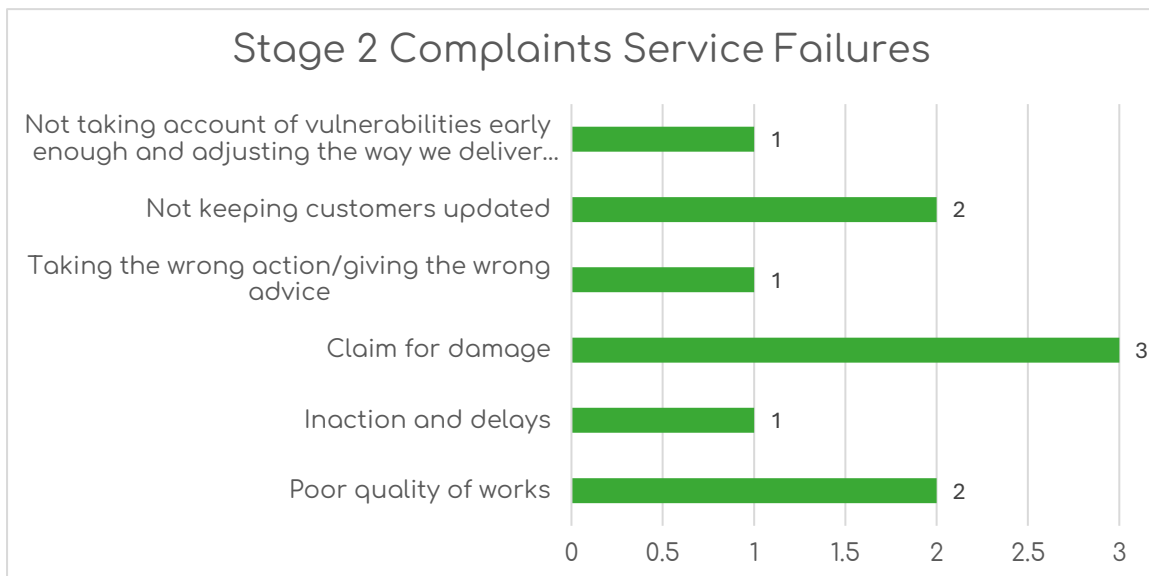


Figure 10 – complaints performance including relevant Tenant Satisfaction Measures at year-end 2023/24

Measure	Target	Result	Trend
Percentage of complaints dealt with in time	95%	100%	—
Percentage of Stage One complaints dealt with in time	95%	100%	—
Percentage of Stage Two complaints dealt with in time	95%	100%	—
Percentage of complainants satisfied with the way their complaint was handled	91.50%	93.94%	↓
Average number of days to complete a formal complaint	10 days	9.82 days	↓
Complaints relative to the size of the landlord (TSM)	-	10.24	Not previously measured
Complaints responded to within complaint handling timescales (TSM)	-	100%	—
Satisfaction with the landlord's approach to handling complaints	-	48.40%	Not previously measured

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