



# Complaint Performance Housing & Support Services: Quarter 4 21/22

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## Introduction

While we try to make sure that we do everything right first time, sometimes we get things wrong and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a

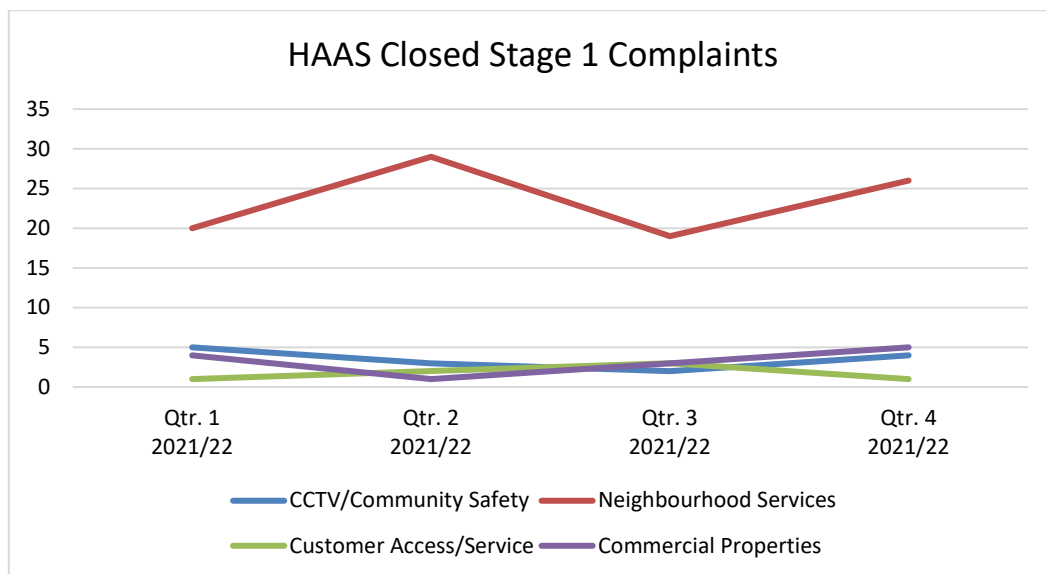
complaint we welcome them as they give us an opportunity to improve our services. Customer feedback helps us to do things better next time.

Currently, the Performance and Customer Insight Team manage customer complaints on behalf of all teams within One Vision Housing (OVH). This includes repairs and investment works carried out by Sovini Property Services.

This report contains details of those complaints for the financial quarter from 1<sup>st</sup> January 2022 to 31<sup>st</sup> March 2022 specifically for One Vision Housing's Housing & Support Services Teams.

If you require any clarification or further detail, please contact Katie Chandley  
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## Executive Summary



### Trends Identified:

- Increase in the number of Neighbourhood complaints from 19 (Q3) to 26 (Q4).
- Decrease in Customer Service/Access complaints from 3 (Q3) to 1 (Q4).
- Increase in Commercial and Leaseholder complaints from 3 (Q3) to 5 (Q4).
- There were 11 complaints escalated from stage 1 to stage 2 in Q4 and increase of 9 however only 6 were upheld.
- All stage 2 complaints were responded to within target time and average handling time has stayed the same at 9.3 days.

## Complaint Performance

The below table outlines complaint management performance for the last 4 quarters. This includes complaints from all Housing and Support Services including Leasehold and Commercial Properties.

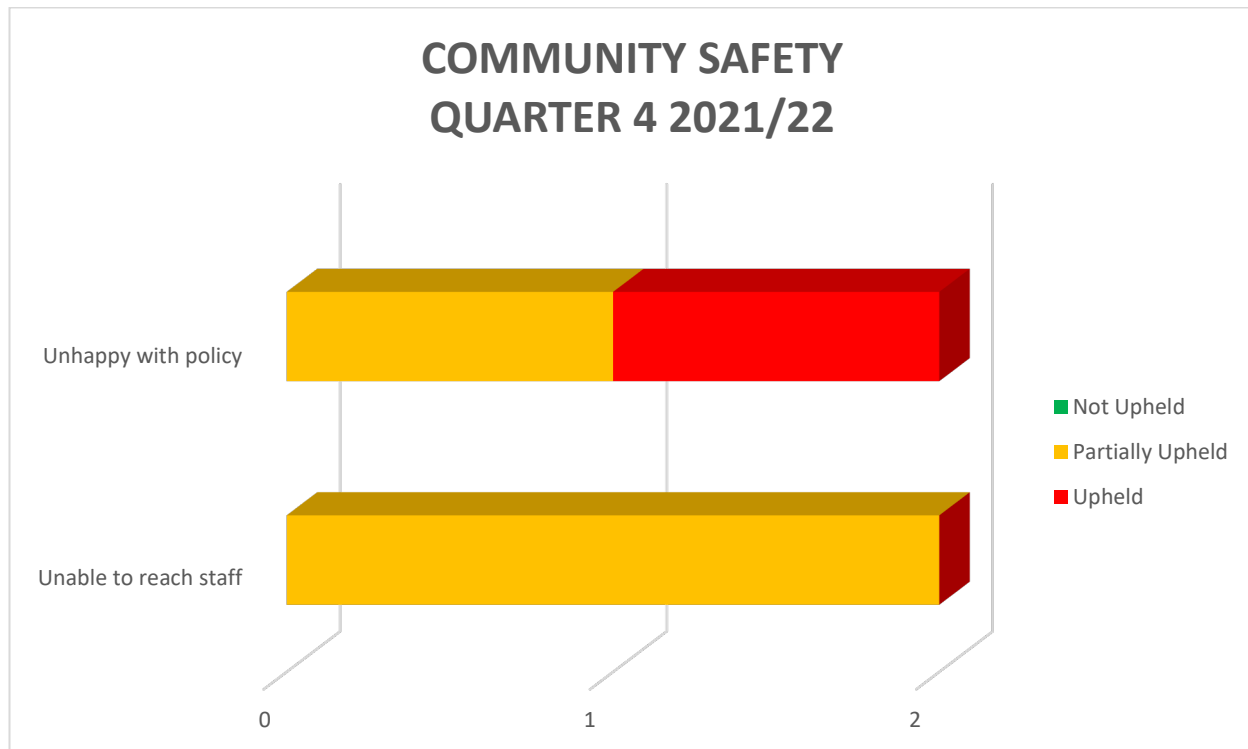
	Qtr. 1 21/22	Trend	Qtr. 2 21/22	Trend	Qtr. 3 21/22	Trend	Qtr. 4 21/22	Trend
Number of Stage 1 complaints closed	30	↑	40	↑	27	↓	52	↑
% of complaints resolved at Stage 1	70%	↓	83%	↑	93%	↑	79%	↓
% of Stage 1 complaints responded to within target time	100%	↔	99%	↔	100%	↔	98%	↓
Average number of working days to resolve a Stage 1 complaint	8.4	↑	8.3	↓	8.6	↑	9	↑
% of Stage 1 complaints upheld or partially upheld	37%	↓	48%	↑	48%	↑	54%	↑
Number of Stage 2 complaints closed	9	↑	7	↓	2	↓	11	↑
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%	↔
Average number of working days to resolve a Stage 2 complaint	7.8	↑	12	↓	9.3	↓	9.3	↓
% of Stage 2 complaints upheld or partially upheld	22%	↑	57%	↑	100%	↑	55%	↓

The survey numbers are too low to divide by service area, so these results are for all OVH closed complaints, regardless of the service area they relate to.

	Qtr. 4 20/21	Trend	Qtr. 1 21/22	Trend	Qtr. 2 21/22	Trend	Qtr. 3 21/22	Trend
% of customers satisfied with complaint handling	72%	↓	65%	↓	60%	↓	59%	↓
% of customers satisfied with complaint outcome	71%	↑	62%	↓	41%	↓	51%	↑

## Community Safety/CCTV

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
Received	5	↑	3	↓	2	↓	4	↑
% Upheld	20%	↓	33%	↑	67%	↑	100%	↑



### Fault Category Review

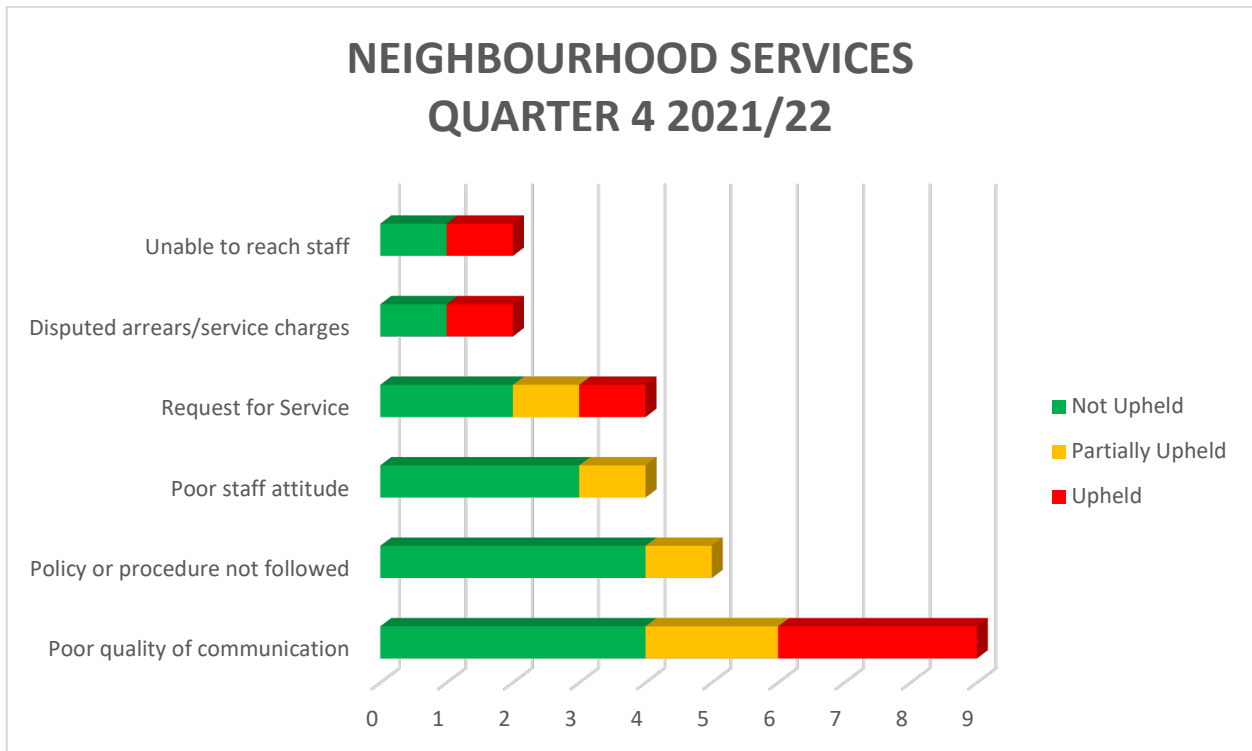
CCTV/Community Safety have received four formal complaints in quarter 4, 3 complaints were partially upheld and 1 was upheld.

The lesson learnt are:

- Ensure any action are formally relayed to customers
- Ensure staff check letter thoroughly and be more vigilant with flows.
- To pre-test noise equipment before installing, it in customers homes.

## Neighbourhood Services

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
<b>Received</b>	20	↓	29	↑	19	↓	26	↑
<b>% Upheld</b>	40%	↓	52%	↑	42%	↓	42%	↔



### Fault Category Review

Neighbourhoods have seen an increase in the number of complaints.

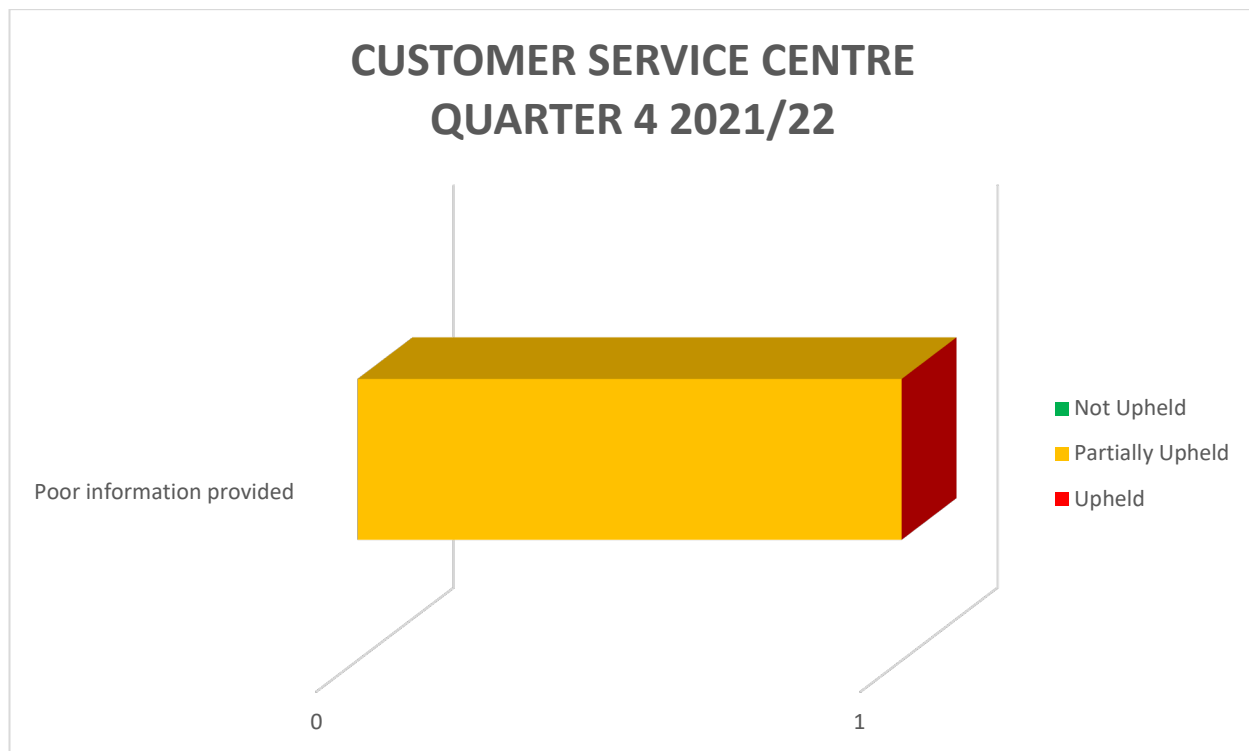
The most common category for complaints was poor communication.

The lessons learnt are:

- To action all contact within a timely manner and within service level agreement, particularly flows.
- Improve communication with customers.
- For Neighbourhood Officers advise the void team when a suited viewing is being arranged.

## Customer Access/Service

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
<b>Received</b>	1	↓	2	↑	3	↑	1	↓
<b>% Upheld</b>	100%	↑	50%	↓	66%	↑	100%	↑



### Fault Category Review

The Customer Access and Service Centre have seen an decrease in the number of complaints received.

The complaint category with the upheld complaint in was poor information provided.

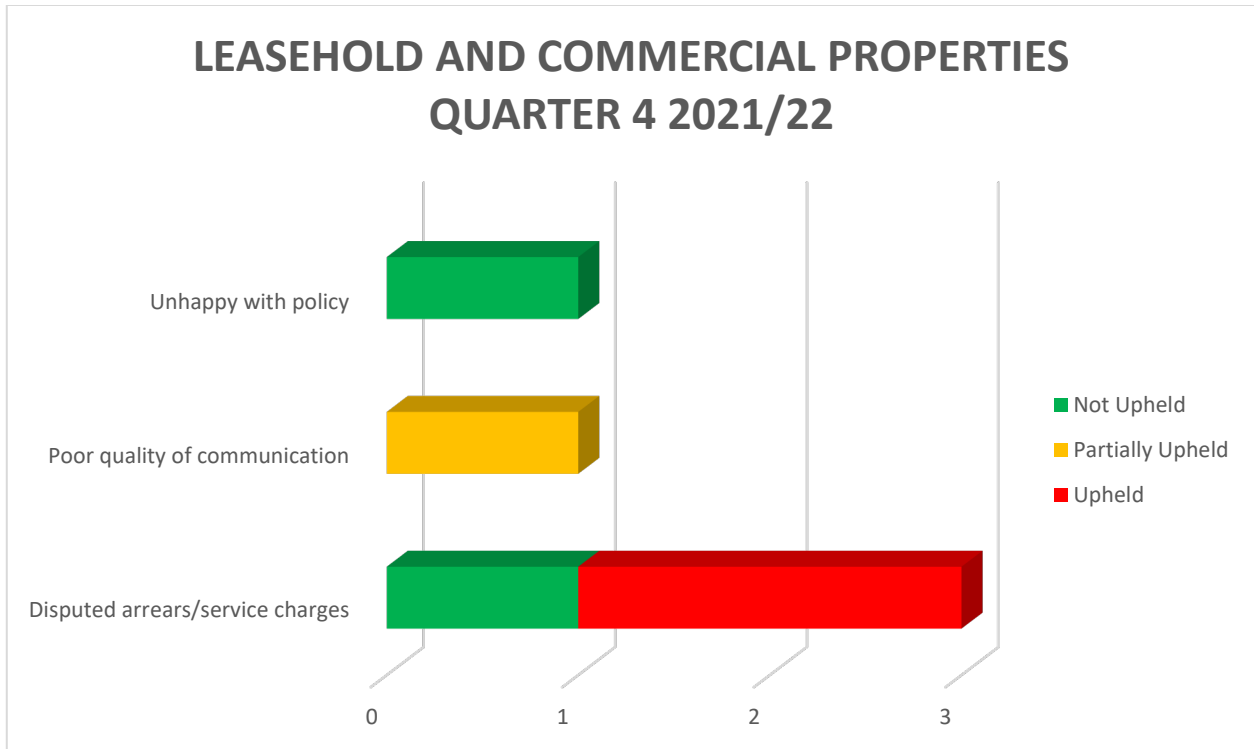
The lessons learnt are:

- Additional training for staff member in relation to the handover sheet to avoid incorrect information being given.



## Leasehold and Commercial Properties

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
<b>Received</b>	4	↑	1	↓	3	↑	5	↑
<b>% Upheld</b>	25%	↓	100%	↑	66%	↓	60%	↓



### Fault Category Review

The Commercial Properties team have seen an increase in the number of complaints raised.

The most common was Disputes regarding arrears/service charges. Of the 3 complaints raised under this category 2 were upheld. The other complaint upheld was in relation to poor communication.

The lessons learnt are:

- Commercial team to check all repairs are legitimate.
- Ensure the team are providing a response within service level agreement.

## Compliments

The below table shows the number of compliments recorded by the Performance and Customer Insight Team throughout Quarter 4 2021/22 for each Housing and Support Services.

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
<b>Neighbourhood Services</b>	10	↑	7	↓	11	↑	16	↑
<b>Independent Living</b>	4	↑	2	↓	2	↔	9	↑
<b>Customer Access/Service</b>	8	↑	7	↓	12	↑	16	↑
<b>Aids &amp; Adaptations</b>	-	↔	-	↔	-	↔	-	↔
<b>Community Safety/CCTV</b>	2	↑	0	↓	3	↔	8	↑