



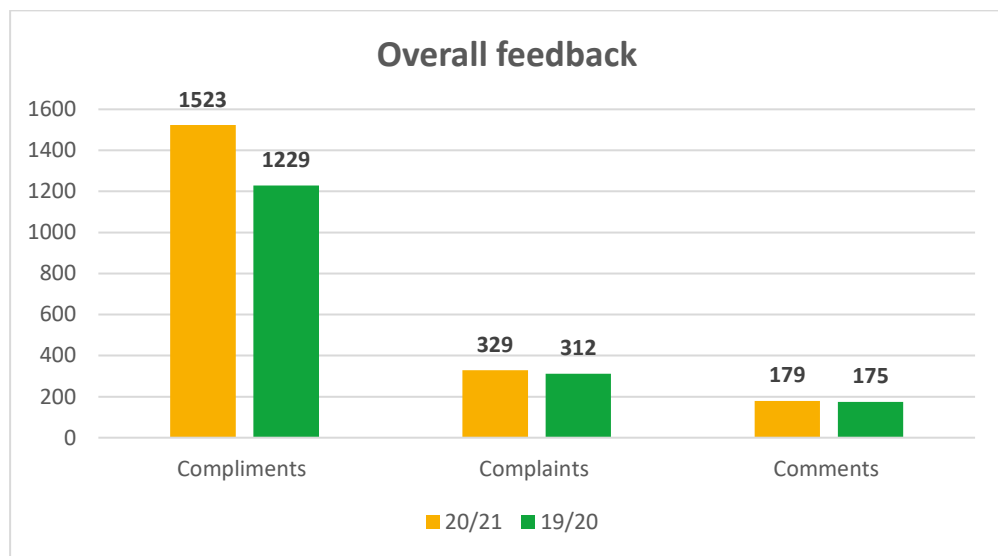
**Delivering an
exceptional
housing service**

Analysis of feedback 2020/21

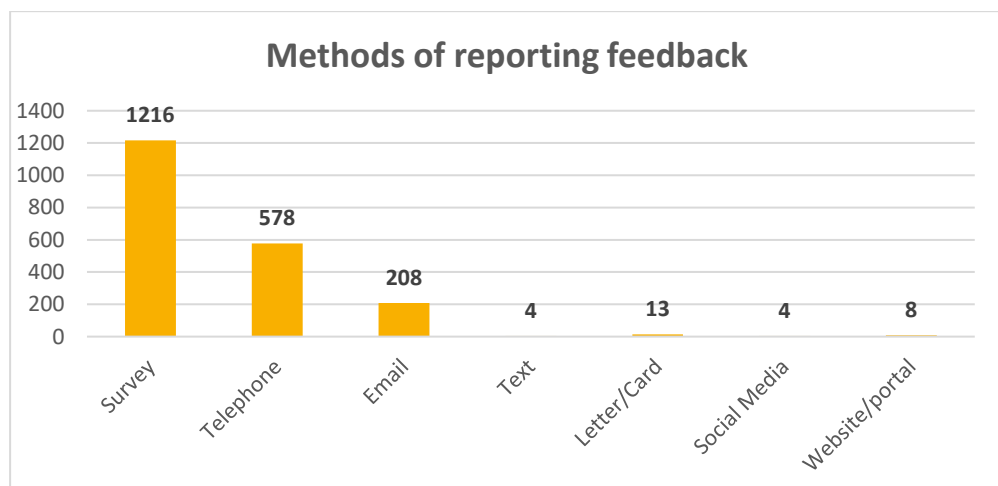
1. ANALYSIS OF FEEDBACK – 1 APRIL 2020 TO 31 MARCH 2021

During the period 1 April 2020 to 31 March 2021 2,031 pieces of feedback were received. This is an increase, compared to the same period last year, when 1,716 pieces of feedback were received.

Compliments account for 74% of all feedback, with 18% for complaints and 8% for comments.

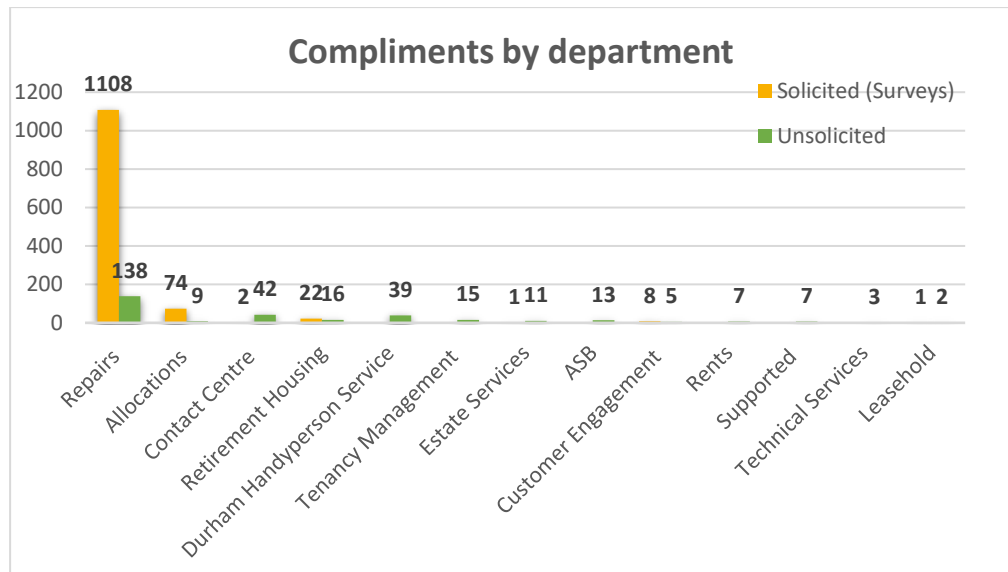


After surveys, telephone remained the most common method of providing feedback.



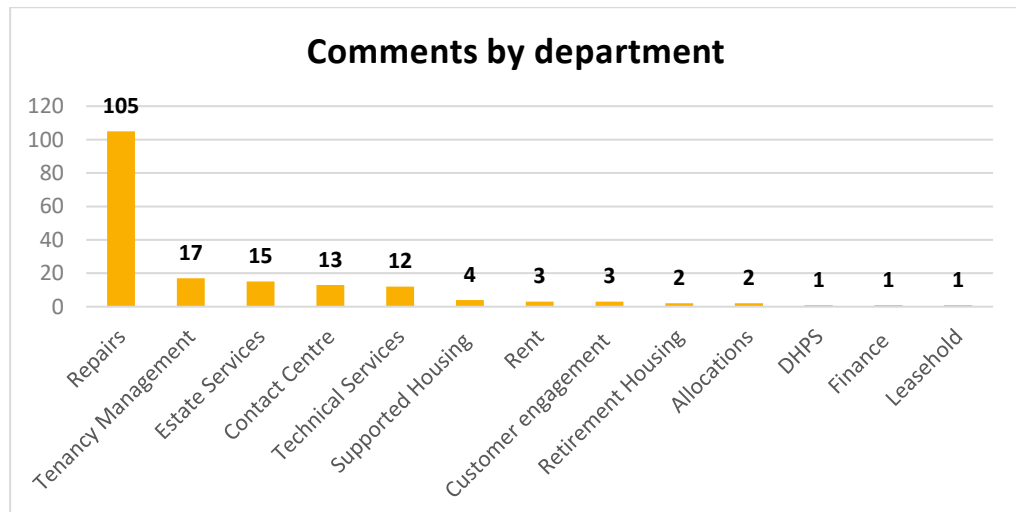
2. COMPLIMENTS ANALYSIS

The majority of compliments, both solicited and unsolicited, continued to be for repairs.



3. COMMENTS ANALYSIS

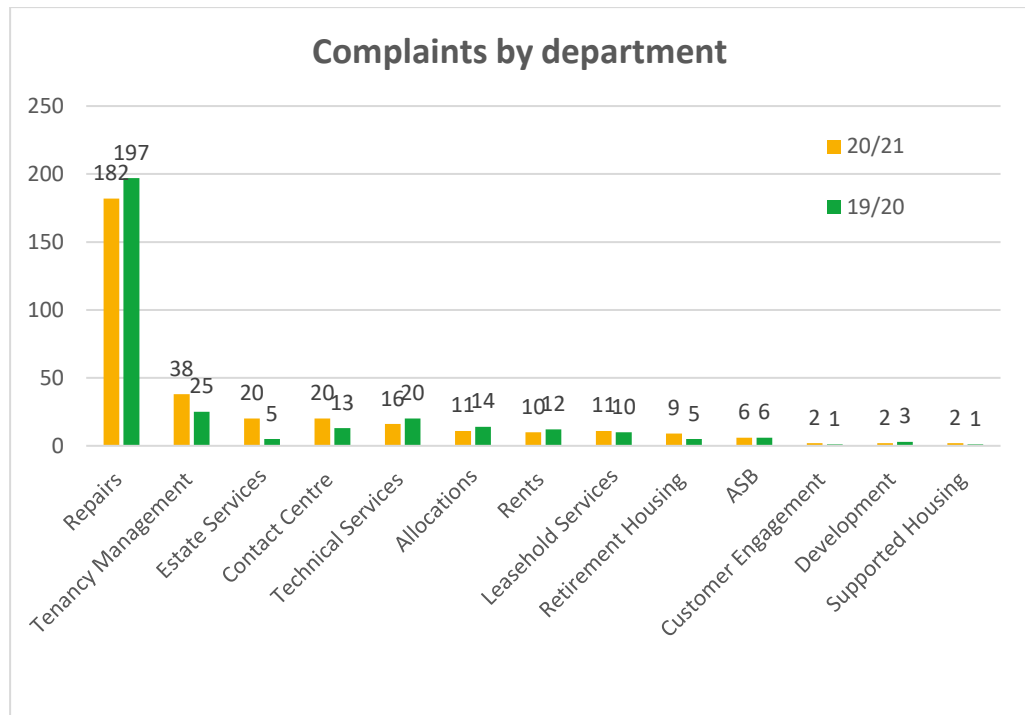
179 comments were received over the last year which is a very slight increase on 175 received last year.



Of the comments received, 59% related to the repairs service which is a decrease from last year when 67% of comments related to the repairs service.

4. COMPLAINTS ANALYSIS

329 complaints were received during the year which is slightly higher than last year when 312 complaints were made.

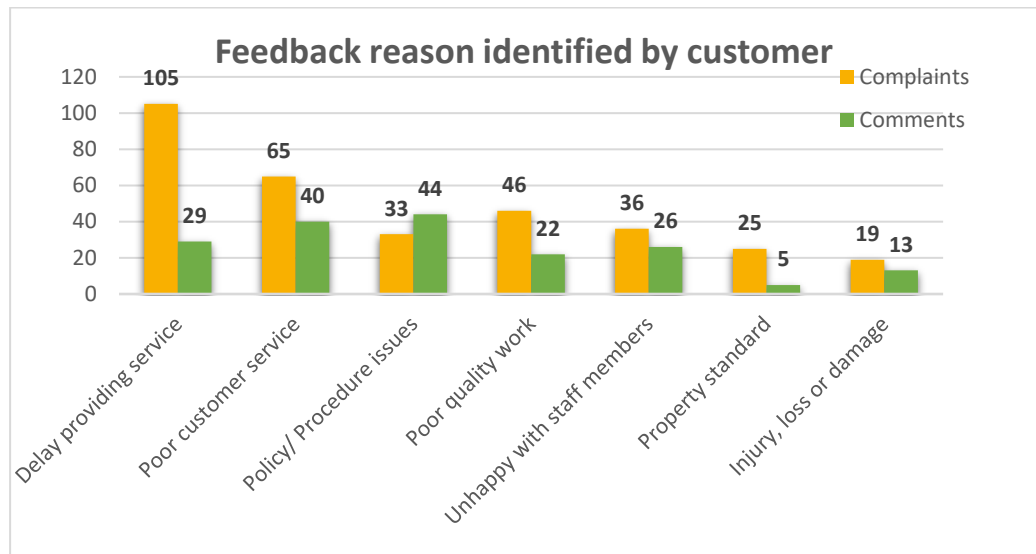


This year 56% of complaints related to the repairs service which has decreased since last year when 63% of complaints related to the repair service. Of these 91% related to work carried out by our in house repairs team, with the remaining 9% relating to external contractors.

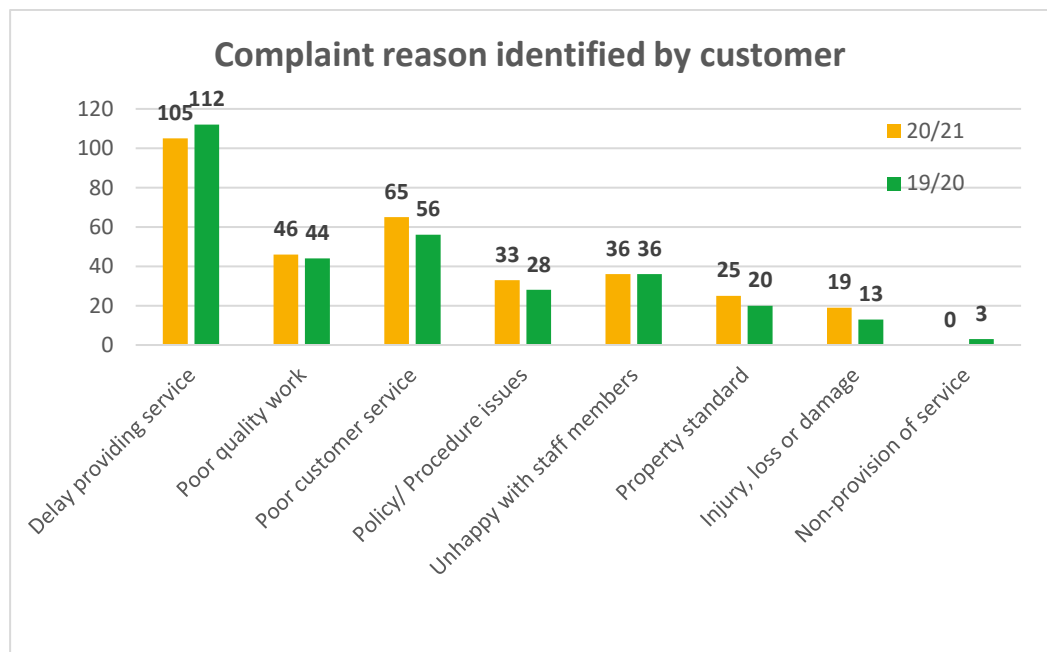
Whilst 56% of complaints were about the repairs service this must be considered in context, in that this figure equates to less than 0.5% of repairs carried out during the year.

	20/21
No. of repairs carried out	60,030
No. of complaints	182
%	0.30%

The overall reasons for complaints and comments received across all service areas are shown below.



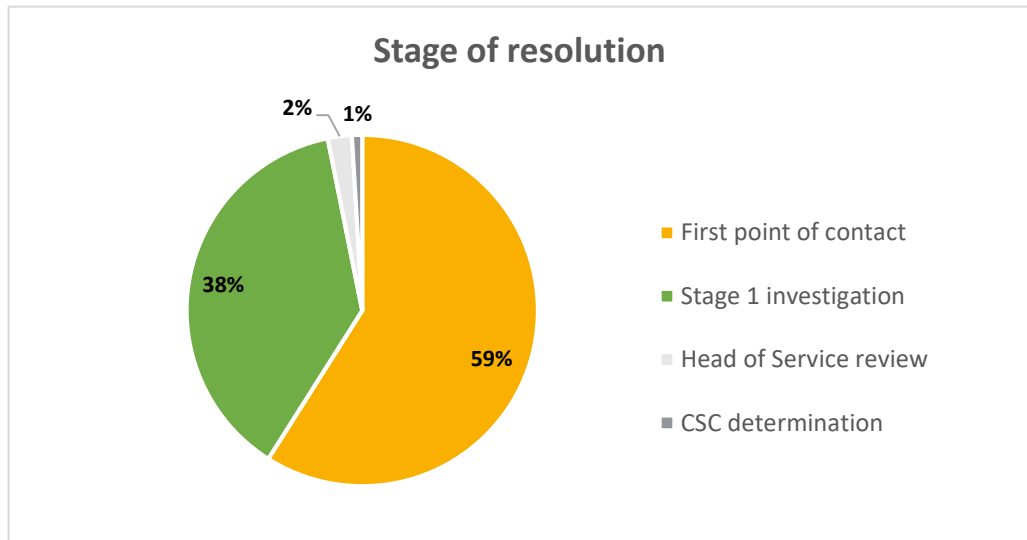
A comparison to last year relating to reasons for complaints is shown in the following graph.



Delay in providing a service continues to be the most common cause for complaint. This was a common cause for complaint as lockdown restrictions eased and repairs returned to full service. In a number of cases there was an expectation that normal service would resume immediately, whereas this could not happen as backlogs had to be tackled first.

Poor customer service is the next highest reason for feedback followed by policy and procedural issues.

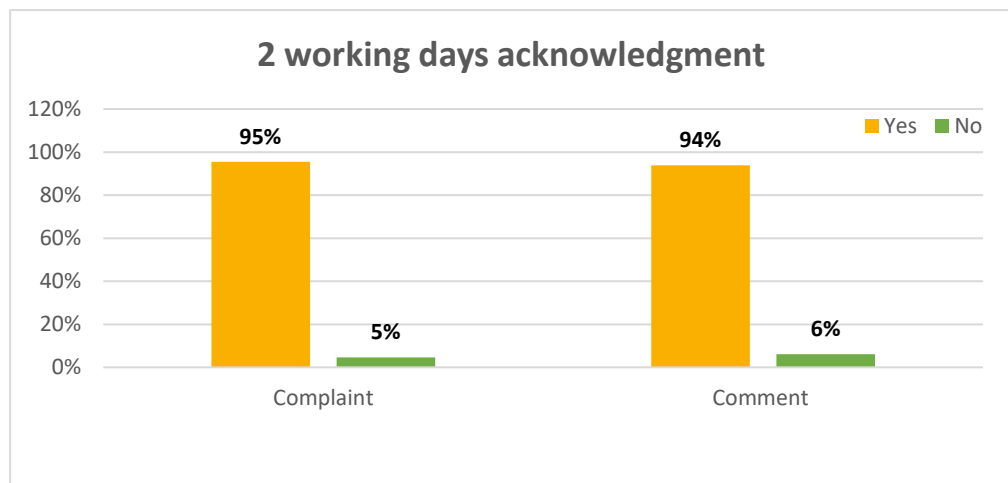
97% of complaints were resolved at stage 1 which continues to be consistently high. 59% of complaints were resolved at the first point of contact.



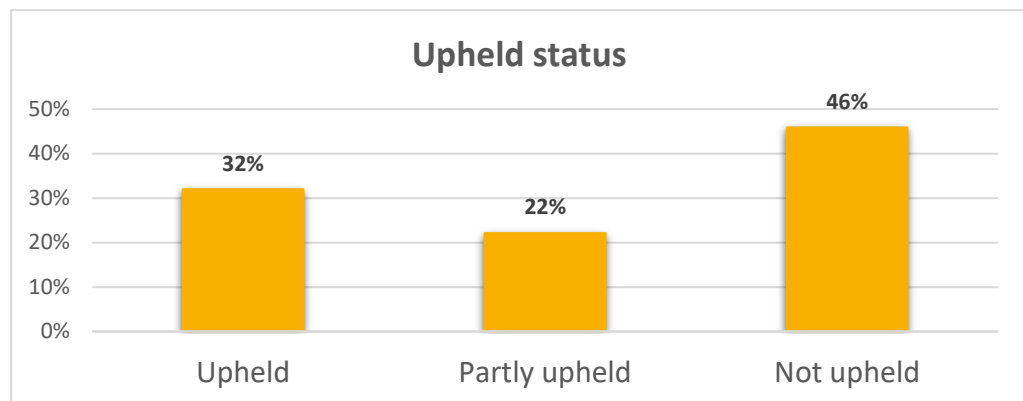
This year, 97% of complaints were responded to within timescale.

The Compliments, Comments and Complaints Policy requires customers to be telephoned within 2 working days for both complaints and comments as there is evidence that contact at this stage can result in early resolution.

This year 95% of tenants were called about their complaint within 2 working days. 94% have been contacted in relation to comments.



During the year there has been a reverse trend in customer complaints not being upheld. This year 46% of complaints were not upheld in comparison to 31% during 2019/20.



Of those complaints upheld or partially upheld 64% related to the repairs service.