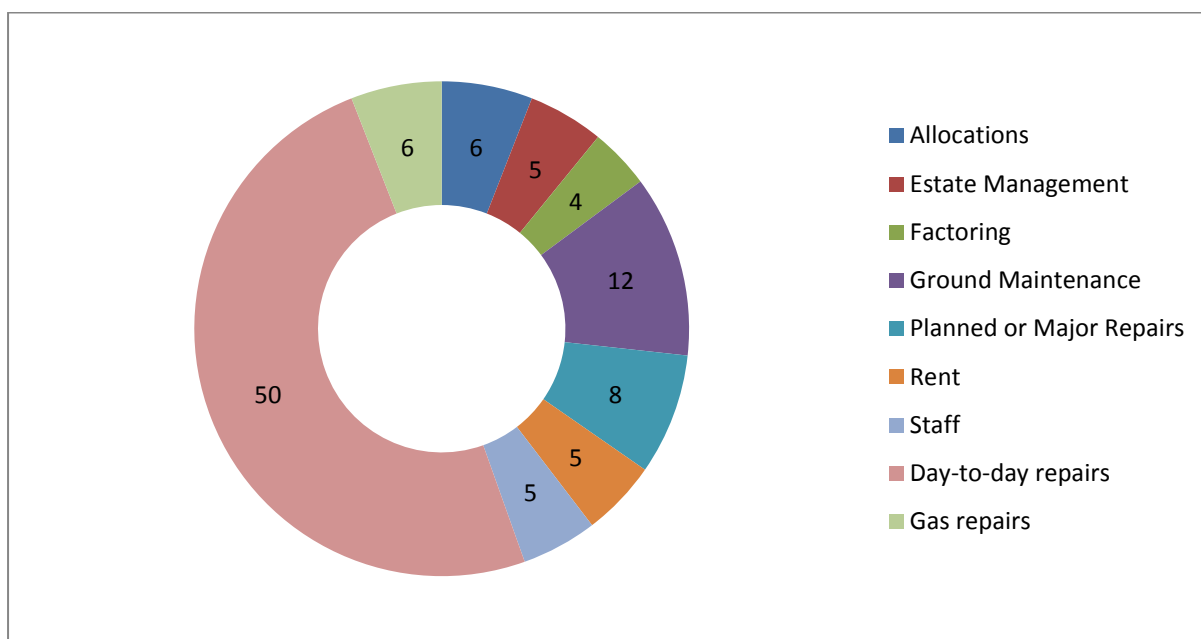


## Complaints Performance Quarter 1 April to June 2016

- We received **101** complaints between April and June 2016.
- These complaints covered the following areas of our service :



- We aim to reply to complaints within target timescales set down within our Complaints policy. These are **5** days for complaints that can be dealt with by our staff at the frontline, and **20** days where we need to carry out more investigations.
- Our performance in Quarter 1 was :

Type of complaints	Number received	Target timescale	Responded on time	%
Frontline	79	5 days	79	100%
Investigation	22	20 days	21	95.45%
	<b>101</b>		<b>100</b>	<b>99%</b>

- We aim to learn from complaints. To help us to do this, we record where we feel that a tenant has had a valid reason to complain about our service. We aim to uphold between **45 – 55%** of complaints.
- In Quarter 1 we upheld 61% of complaints, These are broken down below:

<b>Complaints category</b>	<b>Number received</b>	<b>Number upheld</b>
Allocations	6	2
Estate Management	5	0
Factoring	4	2
Ground Maintenance	12	7
Planned or Major Repairs	8	6
Rent	5	2
Staff	5	3
Day-to-day repairs	50	33
Gas repairs	6	6
<b>Grand Total</b>	<b>101</b>	<b>61</b>

We use information from complaints to identify trends and use this information to help us to improve our services.