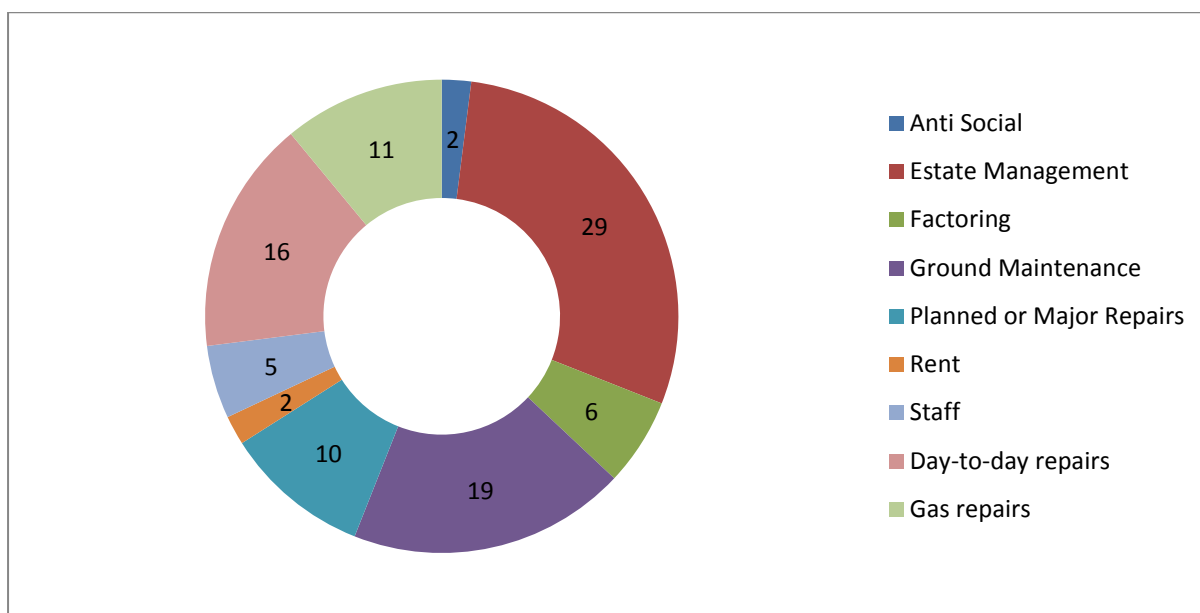


## Complaints Performance Quarter 2 July to September 2016

- We received **100** complaints between July and September 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 2 was :

Type of complaints	Number received	Target timescale	Responded on time	%
Frontline	73	5 days	72	98.63%
Investigation	27	20 days	26	96.30%
	<b>100</b>		<b>98</b>	<b>98%</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 2 we upheld 58% of complaints, These are broken down below:

<b>Complaints Category</b>	<b>Total Upheld</b>	<b>Total Received</b>
Estate Management	23	29
Factoring	1	6
Ground Maintenance	9	19
Planned or Major Repairs	5	10
Rent	0	2
Staff	1	5
Day-to-day repairs	11	16
Gas repairs	7	11
Anti Social	1	2
<b>Grand Total</b>	<b>58</b>	<b>100</b>

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