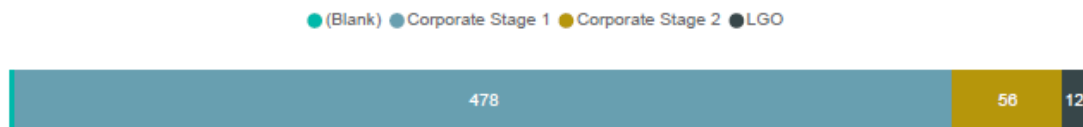


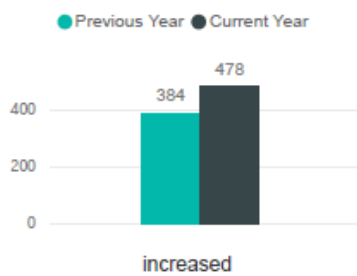
Appendix 2 Performance and Trends - Quarter 3 Performance 2025 compared to Quarter 3 2024

4. Housing - Complaints & LGO Cases

Departmental Complaint Distribution by Complaint Type

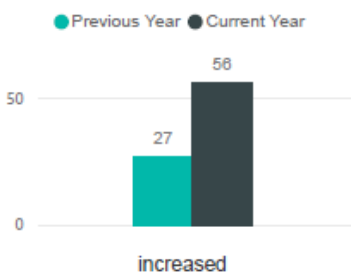


Corporate Stage 1 Volume



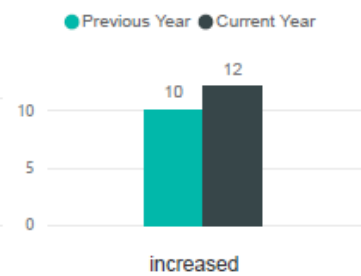
24%

Corporate Stage 2 Volume



107%

LGO Volume



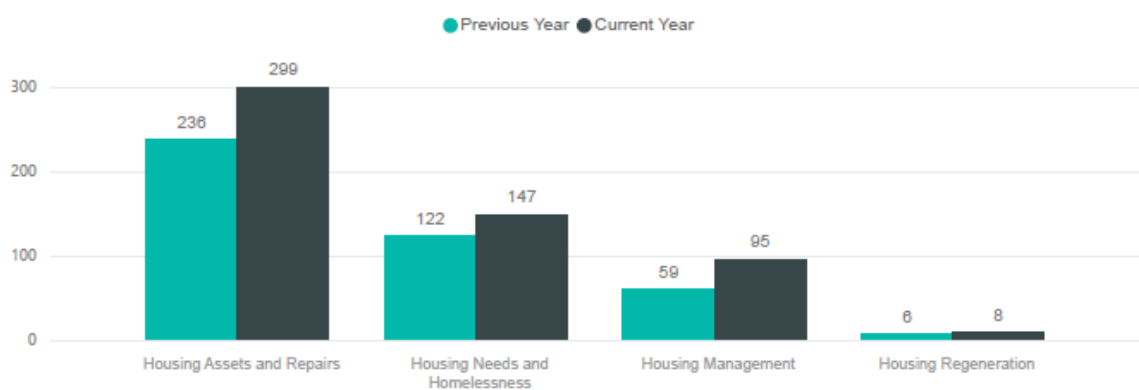
20%

4.1 The volume of stage one has increased by 94 complaints compared to the same period last year

4.2 The volume of complaints has increased by 126 compared to the same period last year

4.3 The volume of LGO has increased by 2 investigations compared to the same period last year

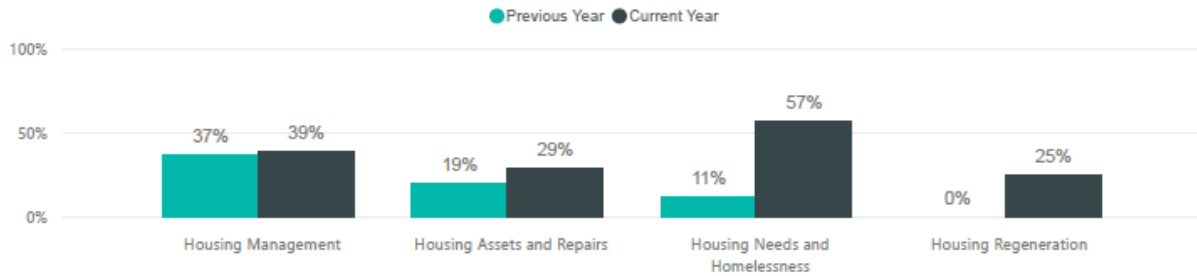
Total Complaints by Division



4.4 Total volumes of complaints at stage one, two and LGSCO investigations by service team

4. Summary by Division - Housing

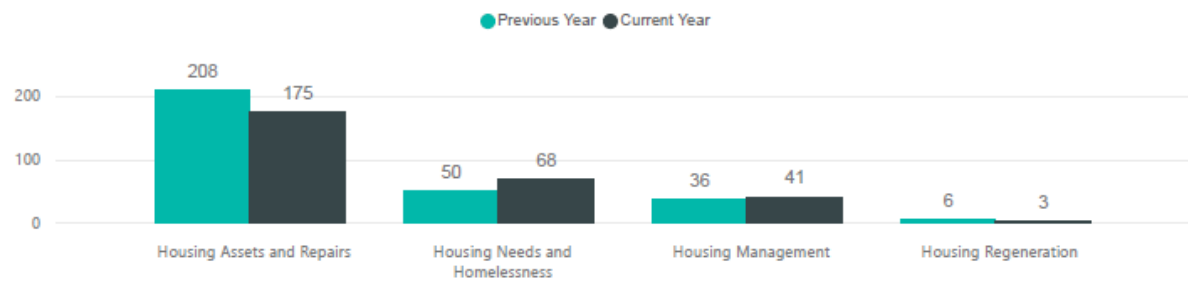
Complaint SLA % by Division



4.5 The SLA % of complaints by Division for Q3 of 2024

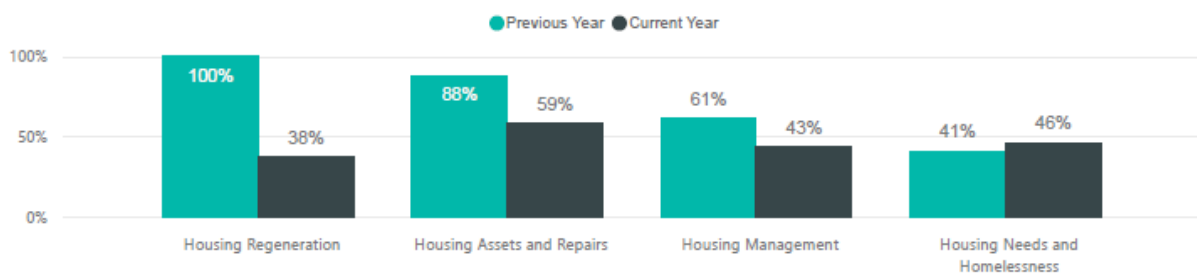
Often cases will extend due to their complexity and in consultation with the complainant. Cases that have been extended are not included

Complaint Upheld Volume by Division



4.6 The volume of upheld complaints by Division for Q3 of 2024

Complaint Upheld % by Division



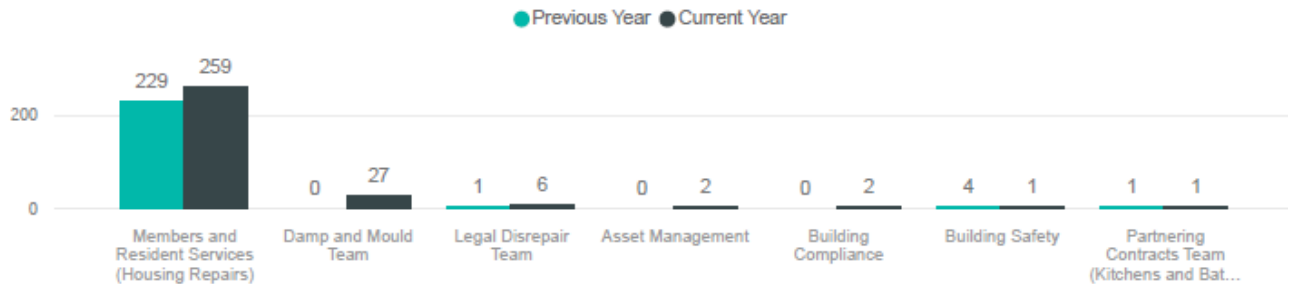
4.7 The upheld % of complaints by Division for Q3 of 2024

Quarterly Complaints Report - October, November, December - Quarter 3 2024

Data Last Refreshed: 29/01/2025 04:35:00

4. Housing Assets and Repairs - Complaints

Highest Complaint Volumes by Service Team

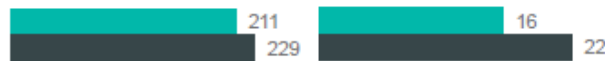


4.8 Total volumes of complaints at stage one, stage two & LGO in the Housing Assets and Repairs division

Members and Resident Services (Housing Repairs)

Corporate Stage 1 Volume

● Previous Year ● Current Year



4.9 The volume of stage one has increased by 18 complaints

4.10 The volume of stage two has increased by 6 complaints

4.11 The volume of LGO investigations was 7 in 2024

Corporate Stage 2 Volume

● Previous Year ● Current Year



Damp and Mould Team

Corporate Stage 1 Volume

● Previous Year ● Current Year



4.16 The volume of stage one has increased by 23 complaints

4.17 The volume of stage two has increased by 4 complaints

4.18 The volume of LGO investigations was 0 in 2024

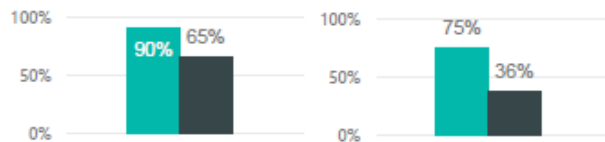
Corporate Stage 2 Volume

● Previous Year ● Current Year



Corporate Stage 1 Upheld %

● Previous Year ● Current Year

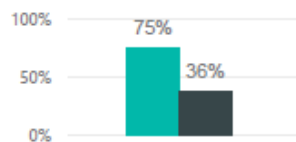


4.12 65%, or 148 complaints were upheld at stage one.

4.13 36%, or 8 complaints were upheld at stage two.

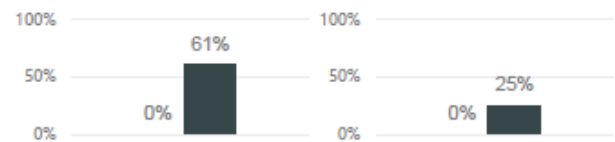
Corporate Stage 2 Upheld %

● Previous Year ● Current Year



Corporate Stage 1 Upheld %

● Previous Year ● Current Year

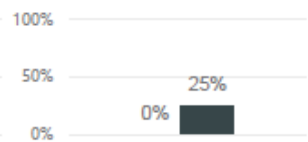


4.19 61%, or 14 complaints were upheld at stage one.

4.20 25%, or 1 complaint was upheld at stage two.

Corporate Stage 2 Upheld %

● Previous Year ● Current Year



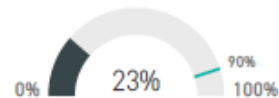
Corporate Stage 1 SLA



4.14 29% or 67 stage one complaints were answered in SLA

4.15 23% or 5 stage two complaints were answered in SLA

Corporate Stage 2 SLA



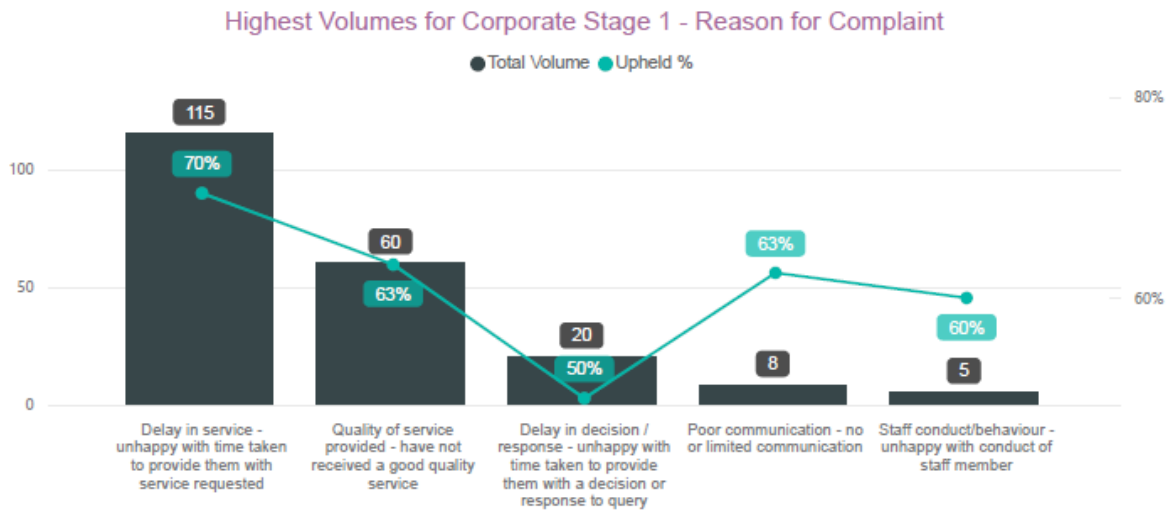
Corporate Stage 1 SLA



4.21 26% or 6 stage one complaints were answered in SLA

4.22 75% or 3 stage two complaints were answered in SLA

4. Housing Assets and Repairs - Complaint Themes

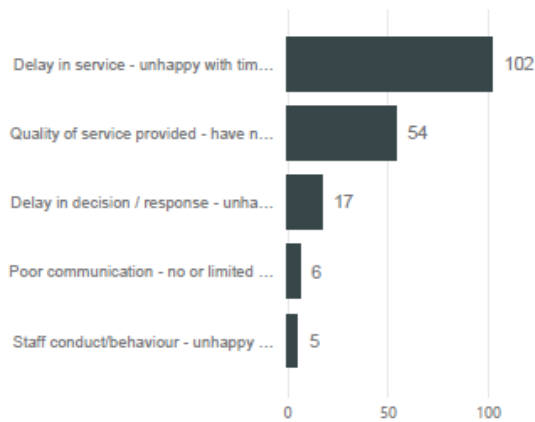


4.23 The graph shows the highest complaint volume by reason for Housing at stage one

The Bars show the Volume of Complaints with the Line showing the Upheld % by Reason for Complaint

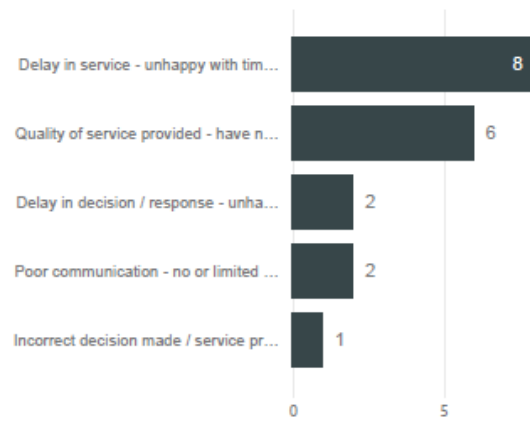
Members and Resident Services (Housing ...)

Highest Volumes for Reason for Complaint - Stage 1



Damp and Mould Team

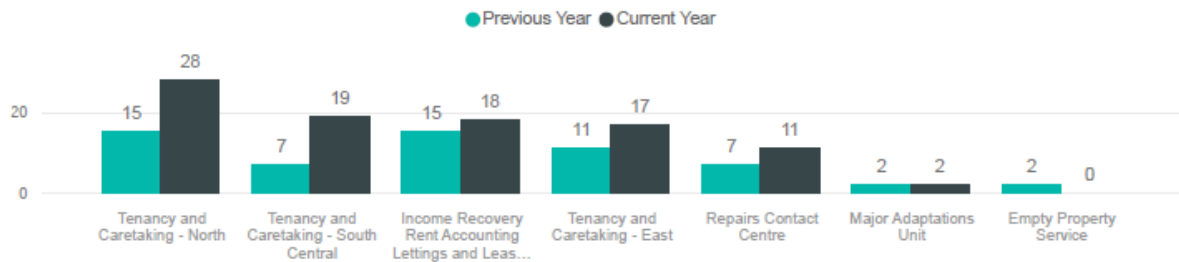
Highest Volumes for Reason for Complaint - Stage 1



4.24 These charts show the highest volume of reason for complaint for each of the named teams in Q3 of 2024

4. Housing Management - Complaints

Highest Complaint Volumes by Service Team



4.8 Total volumes of complaints at stage one, stage two & LGO in the Housing Management division

Tenancy and Caretaking - North

Corporate Stage 1 Volume

● Previous Year ● Current Year



4.9 The volume of stage one has increased by 12 complaints

4.10 The volume of stage two has increased by 1 complaint

4.11 The volume of LGO investigations was 2 in 2024

Corporate Stage 2 Volume

● Previous Year ● Current Year



Tenancy and Caretaking - South Central

Corporate Stage 1 Volume

● Previous Year ● Current Year



4.16 The volume of stage one has increased by 13 complaints

4.17 The volume of stage two has decreased by 1 complaint

4.18 The volume of LGO investigations was 0 in 2024

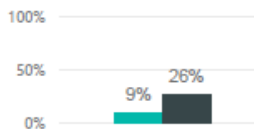
Corporate Stage 2 Volume

● Previous Year ● Current Year



Corporate Stage 1 Upheld %

● Previous Year ● Current Year

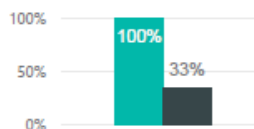


4.12 26%, or 6 complaints were upheld at stage one.

4.13 33%, or 1 complaint was upheld at stage two.

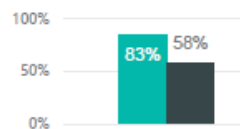
Corporate Stage 2 Upheld %

● Previous Year ● Current Year



Corporate Stage 1 Upheld %

● Previous Year ● Current Year

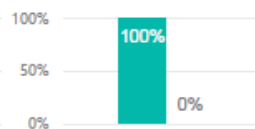


4.19 58%, or 11 complaints were upheld at stage one.

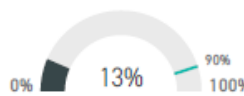
4.20 There were no complaints at stage two

Corporate Stage 2 Upheld %

● Previous Year ● Current Year



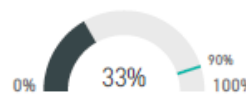
Corporate Stage 1 SLA



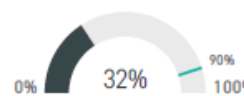
4.14 13% or 3 stage one complaints were answered in SLA

4.15 33% or 1 stage two complaint was answered in SLA

Corporate Stage 2 SLA



Corporate Stage 1 SLA



4.21 32% or 6 stage one complaints were answered in SLA

4.22 There were no complaints at stage two

Corporate Stage 2 SLA

