



## Complaints Analysis



**2023/24 – Quarter 4**

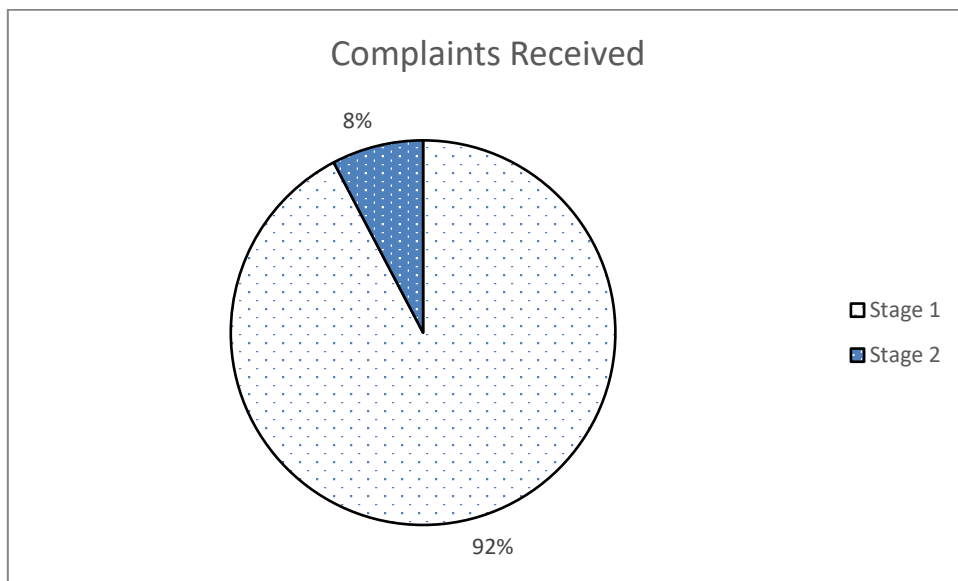
1.0 Complaints Received

26 complaints were recorded in Quarter 4, 16 fewer than in Quarter 3. Four complaints were carried into the quarter from Quarter 3, and four of the complaints were carried out of the quarter into 2024-25.

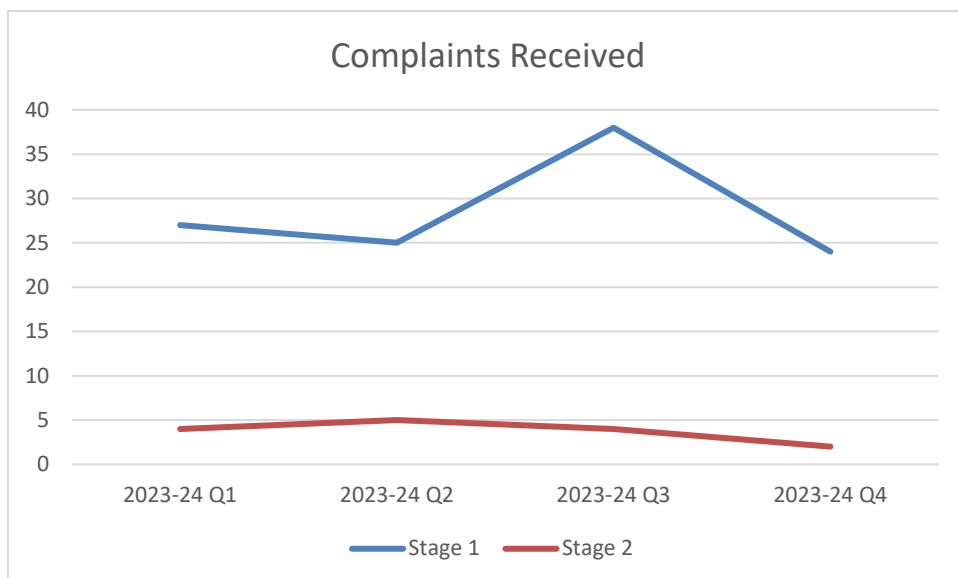
In addition to above, eight records were removed from the data. The reasons given were:

- Three instances of “Not a Complaint”
- Five duplicate records

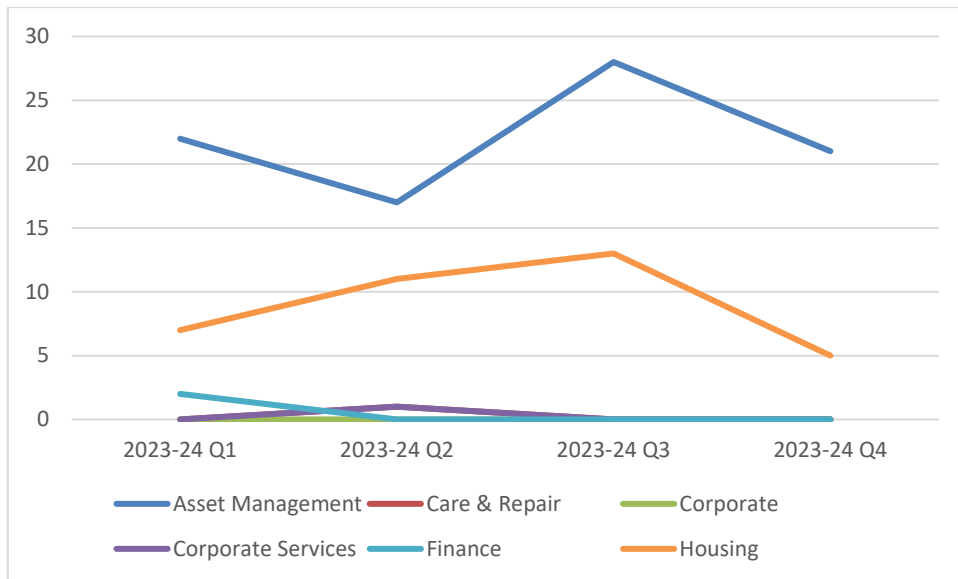
The graph below shows complaints split into Stage 1 and Stage 2.



Trend analysis for cases received over the last 12 months.

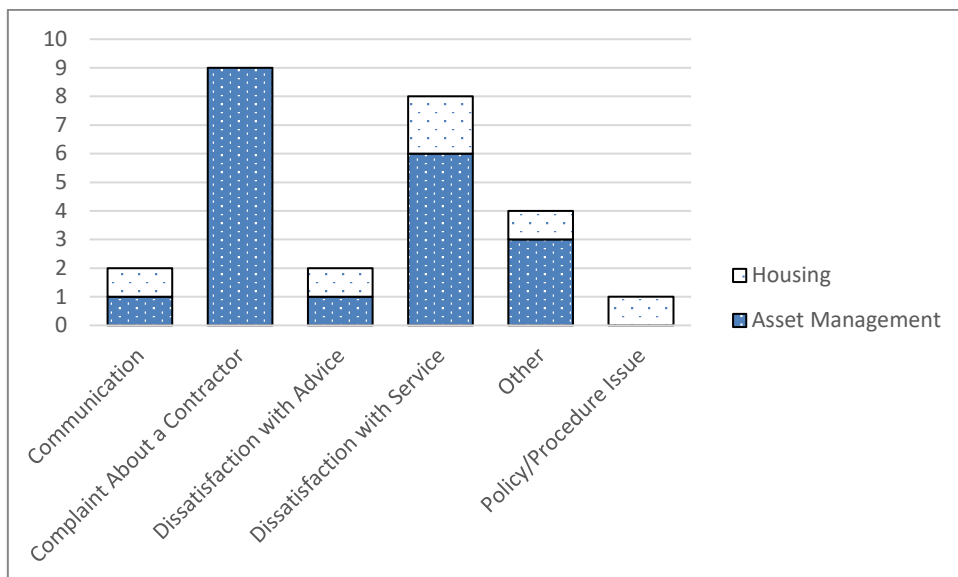


The graph below shows the number of complaints resolved by each department for the last 12 months. During Quarter 4, all complaints logged were for Asset Management or Housing.



**2.0 Types of Complaints**

The graph below gives a breakdown of complaints resolved for each department during Quarter 4. These include Stage 1 and Stage 2 complaints, and the complaints carried in from Quarter 3.



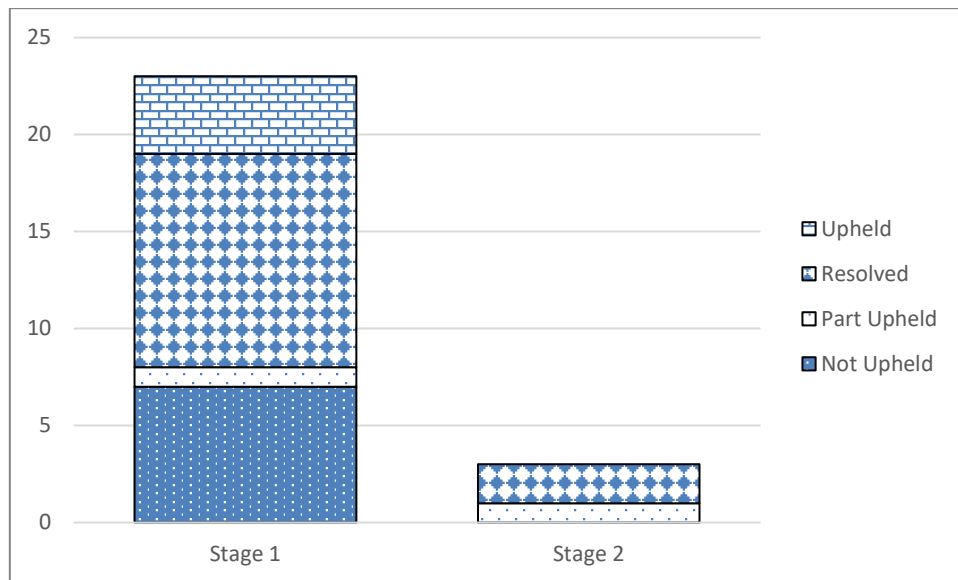
Trend analysis over the last 12 months shows that 'Complaint about Contractor' is consistently the largest category of complaint.

	Not Upheld	Resolved*	Upheld
Graham Pest Control	0	1	0
R3 Repairs Ltd	0	7	1

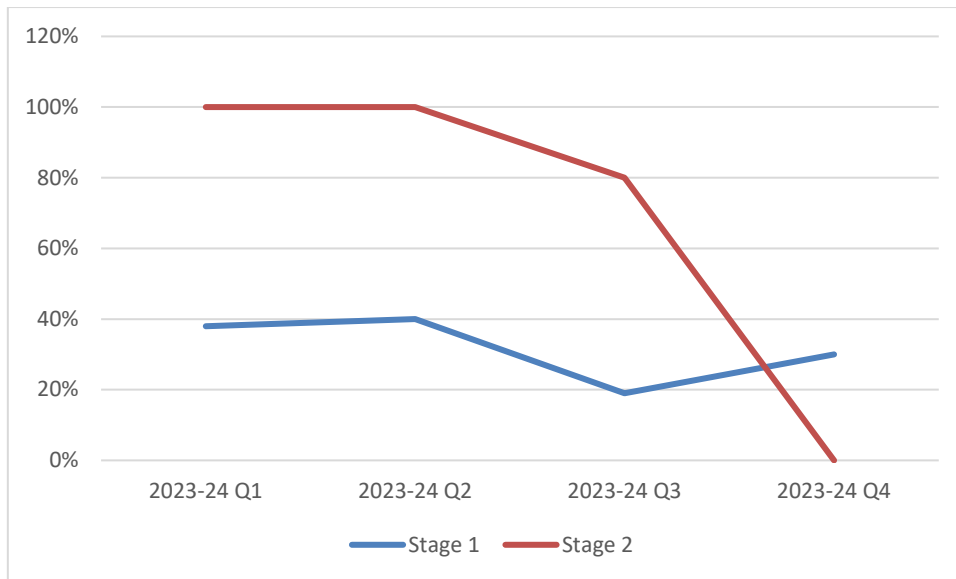
\*Resolved is used where the person taking the complaint is able to fix the problem right then and there without the need to investigate the issue (though this may still be required after the complaint has been dealt with).

**3.0 Outcomes**

All completed complaints were responded to in full.



Trend analysis of the percentage of complaints not upheld over the last 12 months. All three of the Stage 2 complaints completed during Quarter 4 were part upheld or resolved.

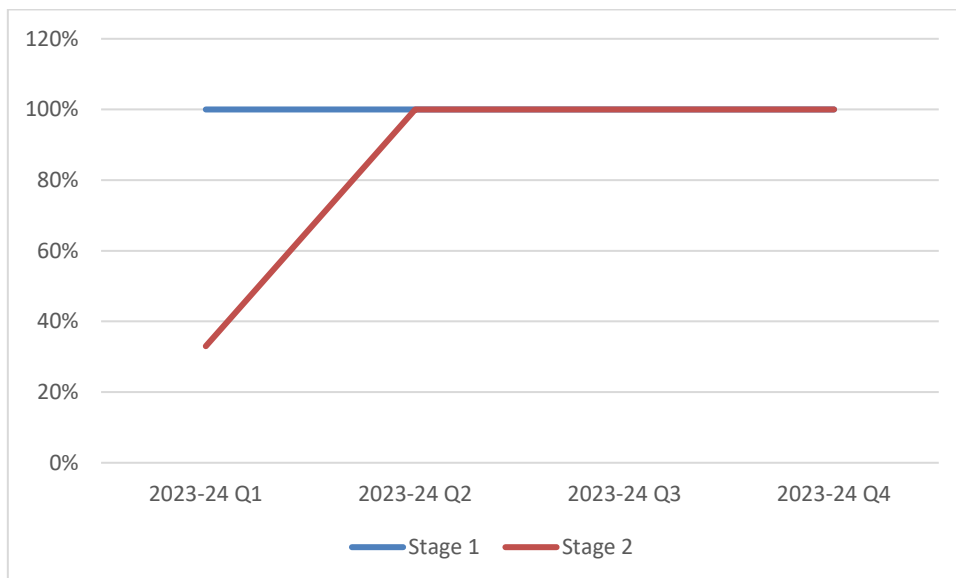


**4.0 Timescales**

All complaints must be responded to as soon as possible. Stage 1 complaints must be dealt with within five working days, and Stage 2 complaints acknowledged within three days and responded to within 20 working days.

No complaints went over target in Quarter 4.

The trend analysis of complaints responded to within timescales. Please note that the low number of Stage 2 complaints means that one or two cases can cause a very large change in percentages.



**5.0 Corrective Action Taken**

One upheld Stage 1 complaint resulted in a flag being added to the tenant's account to highlight communication issues.

One Stage 1 complaint was part upheld and staff were reminded about the procedure when ending a call where the tenant or service user is being abusive towards staff.

One Stage 2 complaint was part upheld and an apology issued.

**5.1 Case Study**

The Association received a large multi-part complaint at Stage 2 during the quarter which included:

- A complaint that Key Tenant Discounts were being repeatedly removed due to errors made by ELHA
- That the tenant received a lesser value of energy vouchers than expected
- An objection to paying for a stair cleaning service when the tenant's complaints were being ignored
- The tenant had not received planned maintenance that their neighbours had received
- That the tenant had been contacted by telephone when they had requested that ELHA does not contact them by this method

The complaint was investigated and findings were as follows:

The tenant's Key Tenant history was examined, and while they had lost their discount twice, in both cases the downgrade had been legitimate. However the tenant provided additional information regarding mitigating circumstances and their status and discount was reinstated on appeal, on each occasion. As the appeals process had already dealt with this matter appropriately, the complaint was not upheld on this point.

Regarding the energy vouchers, it had already been explained to the tenant that the vouchers were awarded by an external agency, and that ELHA staff had no involvement in the amount granted. Although this part of the complaint was not upheld, the wording of the application forms for support was reviewed. The forms are now more clearly worded to ensure tenants understand that the Association cannot guarantee they will receive the amount requested.

On checking the stair cleaning complaints reporting, it was found that the QR code used to log complaints with the stair cleaning contractor was not working correctly. The complaints which the tenant had made were completely reasonable and should have been dealt with by the contractor. This part of the complaint was upheld and an apology was given.

The claim that the tenant had not received planned maintenance works was true however it was found that several attempts had been made to carry out the necessary inspection before work can take place, and when staff had arrived for this inspection, the tenant either refused access or was not home. In these cases, the tenant is asked to contact ELHA to rearrange the visit, which the tenant had not done therefore the complaint was not upheld.

And finally, regarding telephone contact. The tenant was previously informed that they had full control over their contact details through their My Home account, and as they had chosen not to remove their phone number from their My Home account, this part of the complaint was not upheld. However, as the tenant had now made a complaint regarding telephone contact, the phone number was removed from their account and their contact details set to 'No telephone contact'.

The case study is a good example of the scope and range of some complaints. While the Association can attempt to categorise complaints, this contained complaints regarding digital services, rent discounts, tenancy support, contractors, planned maintenance and communication.

**6.0 Praise**

100 praise records were logged during Quarter 4, down from 166 in the previous quarter.

	Type of Praise		
	Contractor	Service	Staff Member
Asset Management	48	0	0
Care & Repair	4	11	28
Housing	0	6	3

The majority of praise received typically comes from satisfaction surveys issued by Asset Management and Care & Repair.