

Summary of Orwell's Complaints, Compliments & Compensation Performance for the period 1 January 2023 – December 2023

The total number of complaints correspondence received was 343

- 183 were new complaints
- 160 related to on-going complaints

92.71% of complaints correspondence received were responded to within the timescale, as per the Orwell's Complaints Policy & Procedure.

Of the 183 complaints:

- 151 (82.51%) were resolved at Stage One;
- 27 (14.75%) were resolved at Stage Two,
- 2 (2.15%) were escalated to the Housing Ombudsman

The average response time for Stage One complaint and Stage Two follow-on correspondence was 7.80 days – (Service standard 10 calendar days)

Our average response time for Stage Two initial response was 16.37 days - (Service standard 20 calendar days)

Area within the organisation	Number of complaints
Development/shared ownership	2
Property services & responsive repairs	143
Compliance, Programme works & adaptations	8
Centra - out of hours provider	0
Caretaker Services	0
Cleaning Services	2
Fencing	3
Gardening Services	11
Rent, service or other charges	1
Tenancy	4
Handling of ASB complaints	3
Letting/transfer/mutual exchange	0
Care & Support in Extra Care	5
Care & Support in Supported Living schemes	0
Support sheltered/ Almshouse schemes	0
Support in Temporary Supported Housing	1
Customer Service	3
Finance	2
Other	0
Total	188
(Some complaints related to more than one area of the organisation)	

Of the 183 new complaints received:

- 130 (71.04%) were upheld
- 48 (26.23%) were **not** upheld
- 5 (2.73%) are on-going and remain unresolved.

Summary of Orwell's Complaints, Compliments & Compensation Performance for the period 1 January 2023 – December 2023

Learning and changes made as a result of a complaint raised:

- Improved process for logging repairs, ask more in-depth questions at initial diagnosis to establish any risk to persons or property.
- Repairs - Review of Ant issue at Adastral Close, as to whether industrial treatment would be more beneficial along with increased treatments especially in the summer.
- Improved process, consideration to tenants with mobility issues to ensure correct priority timescales are selected.
- Improved process - Discussions around improving language used when speaking with tenants to show empathy and understanding. Involve other parties for support if required.
- Improved procedure when dealing with ASB- set out clear communication strategy with the customer so any interactions and expectations are managed from the beginning.
- Improved process with repairs – check repair history and previous actions taken to establish if different approach is required to resolve the problem.
- Improved process with new repairs logged, if no contact from customer to book appointment, alert text/email to be sent requesting contact, if no further response a cancellation letter to be sent.
- Improved process – training undertaken with ORS to reiterate importance of booking follow on repairs and providing accurate description/materials required to complete the works.
- Improved process for delays with boiler repairs – Service standards to be introduced for all contractors.
- Improvements to systems and processes including keeping digital files and customer relationship management system.

-