

**Complaints, compensations & compliments performance
from**

1st April 2019 to 31st March 2020

**The Total number of complaints
correspondence received was 135**

86 were new complaints

49 were relating to on-going complaints

**92.59% of complaints correspondence received
were responded to within the 10-day timescale**

**(as per the Orwell's complaints policy &
procedure.)**

Of the 86 complaints

77 (89.53%) - were resolved at stage 1

9 (10.47%) - at stage 2

**0 - stage 3 - complaints panel meeting or
presented to the Housing Ombudsman.**

**The average response time was
6.06 days**

**Compensation paid as a result of a
complaint raised £2765.34**

**Development & Property Services – 67
Rent, service or other charges – 1
Housing Management – 6
Care/Support Services - 10
Other – 3**

**(some complaints related to more than one area
of the business)**

**Only 3 complaints were not offered
escalation to the next stage of our
complaint's procedure. This was due to:**

2 x Legal route

1 x Data protection complaint

Satisfied with the complaints process was 33%

Satisfaction with the outcome was 43%

Compliments recorded

120

**Learning/changes made as a result of
issues raised via a complaint:**

7	Staff training/refresher
10	Improvement/change to current procedure
1	Change of contractor/agency
1	H&S risk assessment/procedure
2	Quality improvements
3	Improved monitoring process