

**Summary of Orwell's Complaints, Compliments & Compensation Performance
1st January to 31st December 2021**

**The total number of complaints correspondence received was 175:
90 were new complaints
85 related to on-going complaints**

**94.86% of complaints correspondence received were responded to
within the timescale
(As per the Orwell's Complaints Policy & Procedure.)**

**Of the 90 complaints
75 (83.33%) - were resolved at stage 1
15 (16.67%) - at stage 2
0 - stage 3 - Complaints Panel meeting or presented to the
Housing Ombudsman.**

**The average response time for stage 1 complaints was 5.45 days
(service standard 10 calendar days)
and stage 2 was 8.92 days (service standard 20 calendar days)**

Categories	No. of complaints received
Development/shared ownership	6
Property services & responsive repairs	46
Compliance, Programme works & adaptations	14
Centra - out of hours provider	2
Caretaker Services	0
Cleaning Services	0
Gardening Services	6
Rent, service or other charges	2
Tenancy	8
Handling of ASB complaints	2
Letting/transfer/mutual exchange	1
Care & Support in extra care	3
Care & Support in supported living Schemes	0
Support sheltered/ Almshouse schemes	0
Support in temporary supported housing	1
Customer Service	1
Finance	0
Other	1

**Summary of Orwell's Complaints, Compliments & Compensation Performance
1st January to 31st December 2021**

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

1 x Complainant did not engage – unable to conclude

1 x Escalated as a disrepair claim

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

Staff training/refresher

Improvement/change to current procedure

Installed key safe to communal area to avoid delays with works

Damp specialist report at initial stage to identify issues within the property.

Improved communication, verbally and written in various areas of the business and external contractors

Improved monitoring procedure for large projects

Improved communication and consultation for planned tree works

Improved recording to evidence communication/actions in supported schemes

Purchasing better quality materials from local suppliers rather than cheaper option on-line

Improved communication and planning with Tenants in supported schemes

(Please see appendix 6 for more details)