

## WAVERLEY HOUSING

### ANNUAL REPORT ON COMPLAINTS 2021/22

#### Complaints Monitoring

During the 2021/22 financial year we received a total of 64 complaints. 55 of these complaints were treated as Stage 1 complaints, with 6 of these escalating to Stage 2 Complaints. In addition, we had 3 complaints which were treated at Stage 2 from the start. This compares to 39 Stage 1 complaints and 5 Stage 2 complaints the previous year.

We were able to respond to all complaints within designated timescales of 5 working days for a Stage 1 and 20 working days for Stage 2 complaints. The following table shows a breakdown of complaints:

Number of complaints	1 <sup>st</sup> Stage Complaints		2 <sup>nd</sup> Stage Complaints	
	Number	Percentage	Number	Percentage
<b>Total number of complaints</b>	55		9	
Responded to in full	54	98%	9	100%
Upheld	19	35%		
Not Upheld	26	47%	9	100%
Partially Upheld	1	3%		
Resolved	8	15%		
Complaint Open/Response Outstanding				
Responded to within SPSO timescales	53	96%	8	89%
Average timescale to respond (in days)	2		9	

Total Number of Complaints on Register at Year End	58
Number of Stage 2 complaints which escalated from Stage 1 to Stage 2 and therefore require to be counted twice	6

SHR Reporting Requirements: Check Charter Guidelines each year to ensure no change. Currently 2<sup>nd</sup> Stage Complaint count must include in the count the number of Stage 1 complaints that progress to Stage 2, along with direct Stage 2 complaints. For the avoidance of doubt, Stage 1 complaints that progress to stage 2 should be counted at Stage 1 and again at Stage 2.

Total Number of Stage 1 Complaints	55
Total Number of Stage 2 Complaints	9
Total Number of Days Taken to Respond at Stage 1	98
Total Number of Days Taken to Respond at Stage 2	78

**Breakdown of complaints by Service Area:**

Reactive Repairs	19
Contractors	11
Staff Conduct	9
Re-Let Standard	6
Planned Maintenance	5
Allocations	3
Miscellaneous	10

\* Some complaints cover multiple categories therefore the count above will not match the total number of complaints figure noted.

**Trends and Learning from complaints**

Recharges	<p>We identified that the information provided on our recharges invoices was not sufficient and therefore steps have been taken to ensure that these invoices have more detailed information provided going forwards.</p> <p>We will also ensure that each property is photographed thoroughly before tenants move in to evidence condition and assist with the recharges process.</p>
Planned Maintenance	<p>Requirement for disclaimer to be signed when tenants request Waverley employees move white goods to allow planned maintenance works to be undertaken.</p> <p>Clearer communication required when advising applicants the outcome of priority pass applications.</p>
Communication	<p>Contractor to improve communication around out of hours cover and anything impacting on contractor's ability to provide service when required to do so.</p>

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