

WAVERLEY HOUSING

ANNUAL REPORT ON COMPLAINTS 2022/23

Complaints Monitoring

During the 2022/23 financial year we received a total of 65 complaints. 54 of these complaints were treated as Stage 1 complaints, with 8 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 64 Stage 1 complaints and 3 Stage 2 complaints the previous year.

We were able to respond to the majority of 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 st Stage Complaints		2 nd Stage Complaints	
	Number	Percentage	Number	Percentage
Total No. of complaints	54		11	
Responded to in full	53	98%	11	100%
Upheld	20	37%	2	18%
Partially Upheld	5	9%	1	9%
Resolved	6	11%		
Not Upheld	21	39%	8	73%
Complaint Open/Response Outstanding	1	2%		
Responded to within SPSO timescales	50	93%	10	91%
Average timescale to respond (in days)	2.2 Days		9 Days	

Total Number of Complaints on Register at Year End	57
Number of Stage 2 complaints which escalated from Stage 1 to Stage 2 and therefore require to be counted twice	8
Total Number of Stage 1 Complaints	54
Total Number of Stage 2 Complaints	11
Total Number of Days Taken to Respond at Stage 1	119
Total Number of Days Taken to Respond at Stage 2	104

Breakdown of complaints by Service Area:

Type	Number
Allocations	2
Communication	2
Contractors	15
Handling of ASB	1
Condensation/Damp Issues	4
Planned Maintenance	3
Reactive Repairs	14
Settling In Visits	1
Staff Conduct	6
Re Let Standard	2
Miscellaneous	8

Trends and Learning from complaints

Voids - Mail Handling	We improved our voids process to ensure that all mail sent in respect of former tenants to a void property is redirected to the sender via Royal Mail. It remains the responsibility of tenants to arrange for their mail to be redirected when they vacate their property.
Mutual Exchange Process	As a result of a complaint received on our Mutual Exchange process we reviewed and updated our paperwork to ensure it was clear and not contradictory.
Use of CCTV Cameras by Tenants	We introduced a CCTV guidance leaflet and updated our Tenants' Handbook so that rules are clear for anyone wishing to instal CCTV.
Gas Service Forced Access	We have updated our records to record where gas meters are sited externally at any property, this will avoid costs to tenants for forced access visits.
Property Maintenance Procedures	Following reports of condensation/damp issues we reviewed our Property Maintenance Policy and Procedure. This ensures all reports are dealt with timeously and consistently in line with our procedure.