Compliments and complaints

1 April 2018 - 31 March 2019

											%
	Dev*	NH*	PP*	PM*	CS*	HO*	IT*	Lettings	TOTAL	Upheld	upheld
Appointments/non-attendance			1						1	0	0%
Quality of work	1		3	4					8	5	63%
Damage caused				2					2	1	50%
Compensation									0	0	
Time taken	1			4					5	4	80%
Staff behavioural issue									0	0	
Lack of contact/progress		9		3				2	14	2	14%
Quality of home		3		3				6	12	3	25%
Damp/mould				1				1	2		0%
Rent related								1	1		0%
Incorrect information provided		3			1	2	1	1	7	6	86%
Service charge related						1			1	1	100%
Estate maintenance		2							2	1	50%
Recharge dispute								17	17	6	35%
TOTAL	2	17	4	17	1	3	1	28	73	29	40%
Upheld	1	7	1	9	1	2	0	8	29		
% upheld	50%	41%	25%	53%	100%	67%	0%	29%	40%		
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Key to teams:

Development Dev

Neighbourhood Housing PropertyPlus (repairs) Planned Maintenance NH PP PΜ CS **Customer Services**

HO

Home Ownership Information Technology IT