

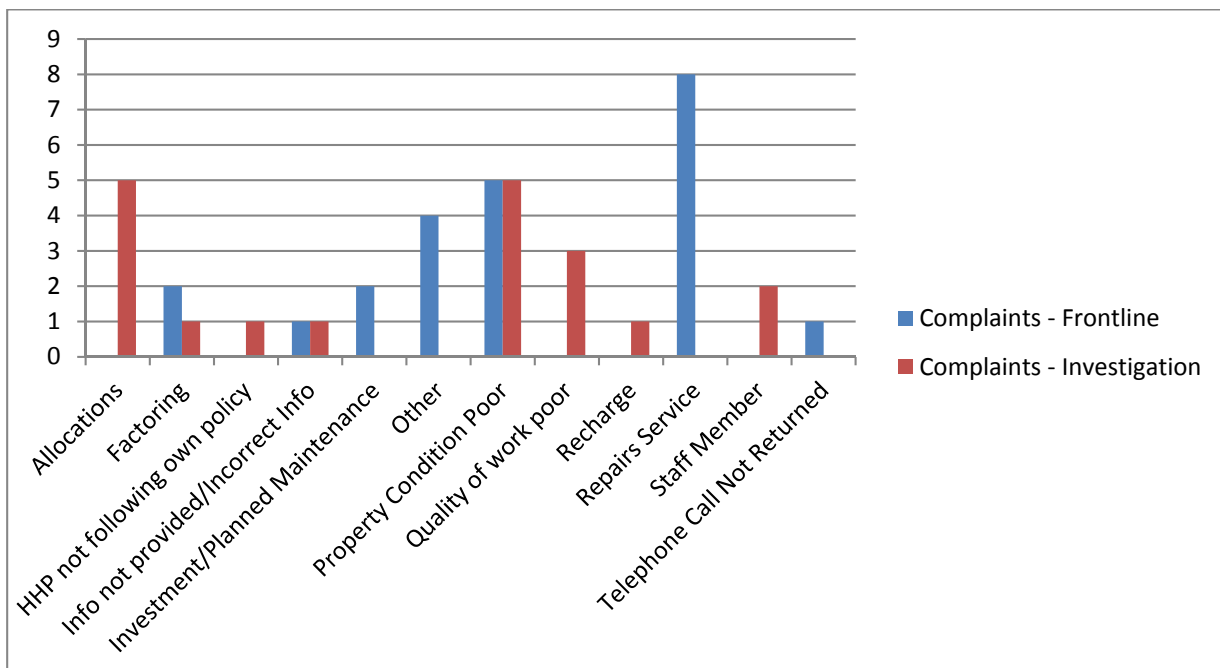
TENANT COMPLAINTS

Complaints made by tenants, applicants and other services users.

Period 1 April 2015 to 30 September 2015

Frontline & Investigation Complaints	Enquiry Type		Total
	Complaints - Frontline	Complaints - Investigation	
Allocations		5	5
Factoring	2	1	3
HHP not following own policy		1	1
Info not provided/Incorrect Info	1	1	2
Investment/Planned Maintenance	2		2
Other	4		4
Property Condition Poor	5	5	10
Quality of work poor		3	3
Recharge		1	1
Repairs Service	8		8
Staff Member		2	2
Telephone Call Not Returned	1		1
Grand Total	23	19	42

Number of Complaints by Call Type

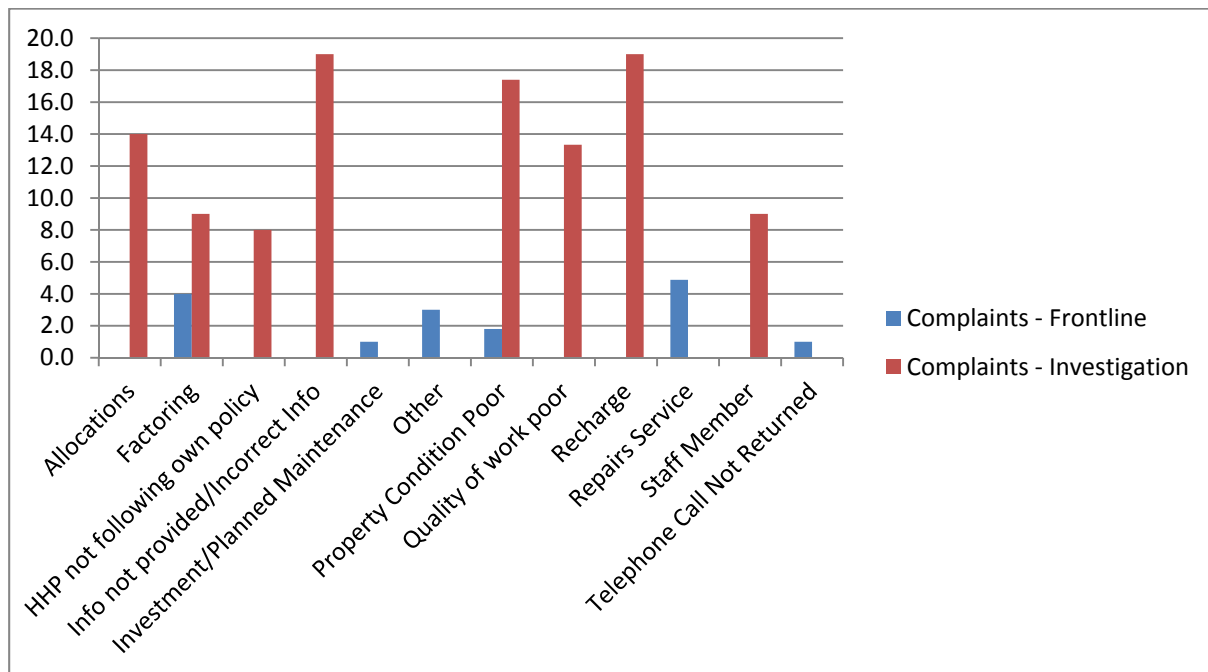


The data above is split into the two categories created by the Ombudsman and as set out in the Comments, Compliments and Complaints policy.

Average number of working days to respond to tenant complaints

Call Type	Call Classification		Overall Average for Call Type
	Complaints - Frontline	Complaints - Investigation	
Allocations		14.0	14.0
Factoring	4.0	9.0	5.7
HHP not following own policy		8.0	8.0
Info not provided/Incorrect Info	0.0	19.0	9.5
Investment/Planned Maintenance	1.0		1.0
Other	3.0		3.0
Property Condition Poor	1.8	17.4	9.6
Quality of work poor		13.3	13.3
Recharge		19.0	19.0
Repairs Service	4.9		4.9
Staff Member		9.0	9.0
Telephone Call Not Returned	1.0		1.0
Total	3.1	14.2	8.1
Target (working days)	5	20	

Average Number of Working Days to Respond to the Complaint by Category



Compliments

The policy records compliments received both regarding staff and service provision.

Category	Grand Total
Service Provision	10
Staff Very Helpful	10
Grand Total	20