



# **Customer Feedback Quarter 2 - 2023/24**

## **April to September Cumulative Performance**

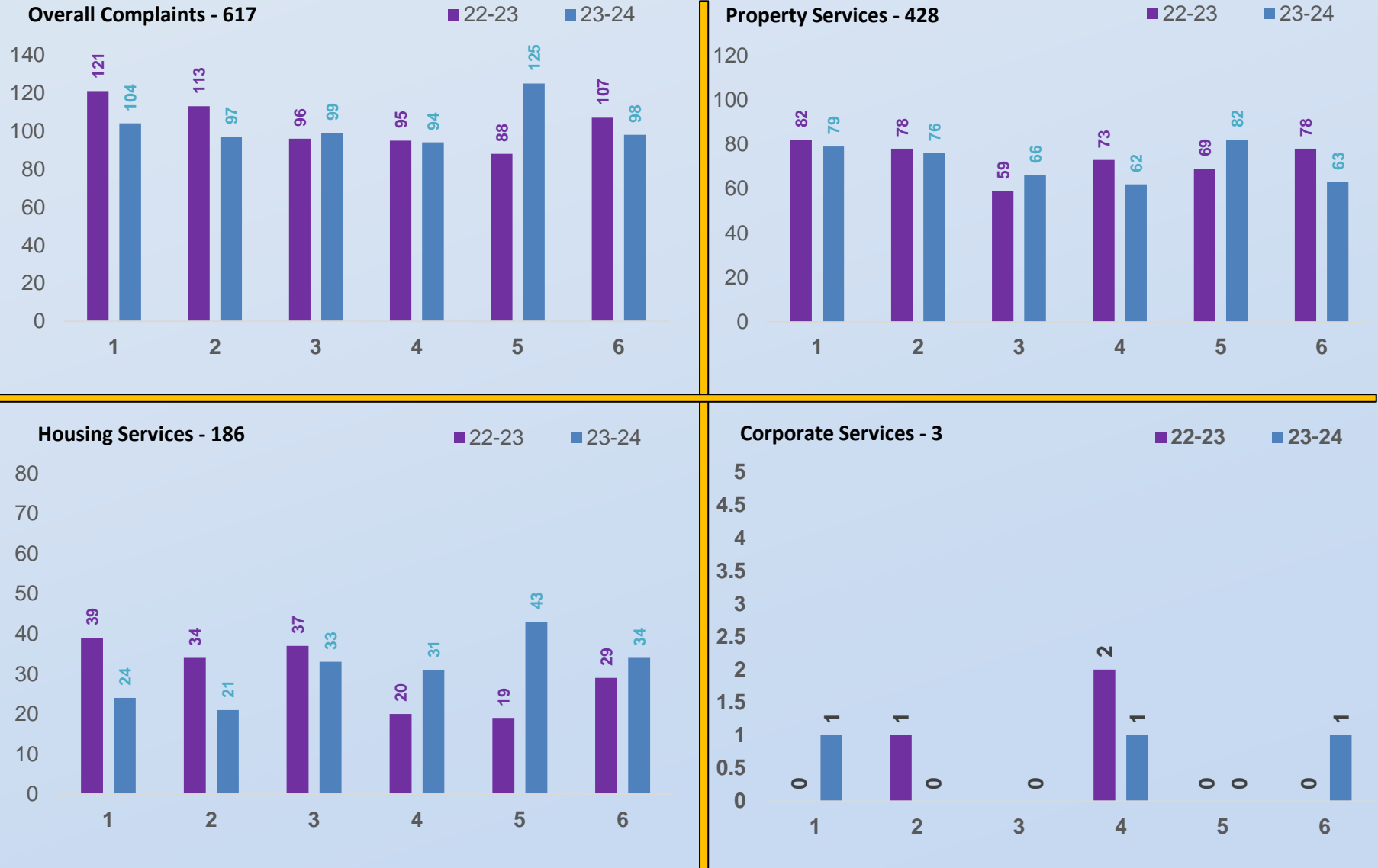
St Leger Homes of Doncaster

# April – September 2023/24 Overall Complaints Volumes



There has been a 0.48% decrease in the total number of complaints received in Q2 23/24 compared to Q2 22/23 (617 received this year compared to 620 received last year)

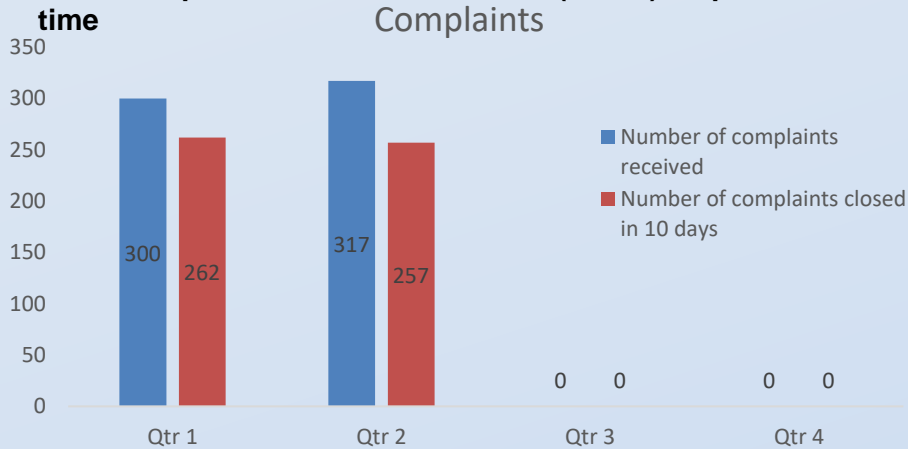
The cumulative number of Stage 1 and Stage 2 complaints per 1,000 properties for Q2 is 32.6



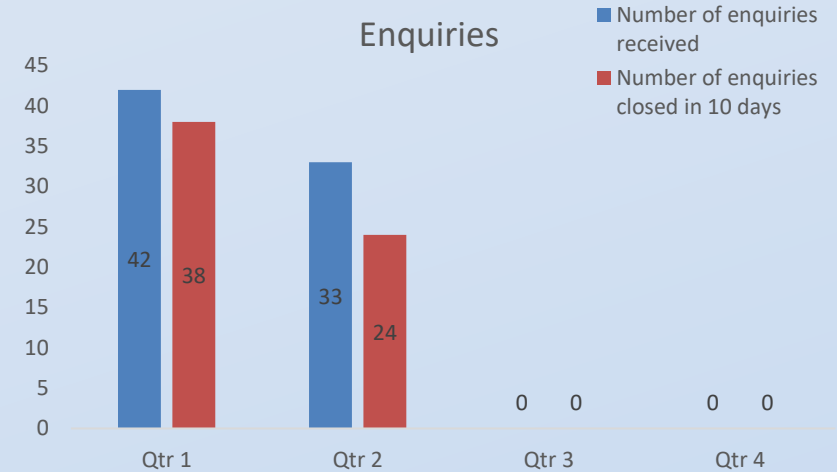
# Q2 Service Standards – 2023/24

All complaints, written enquiries and compliments have a target of 95% to be responded to within 10 working days.

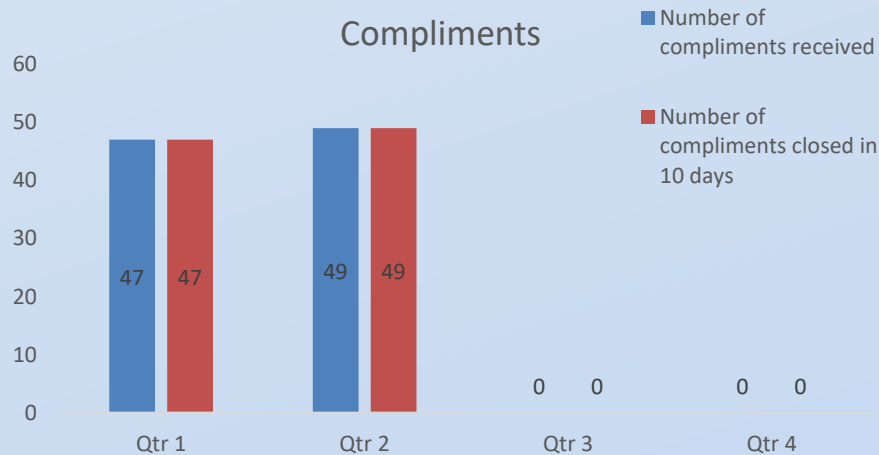
317 complaints received in Q2 with 257 (81.07%) answered within 10 working days. Decreasing when compared to Q1 23/24 with 262 (87.3%) responded to in time and improving when compared to Q2 22/23 with 222 (76.5%) responded to in time



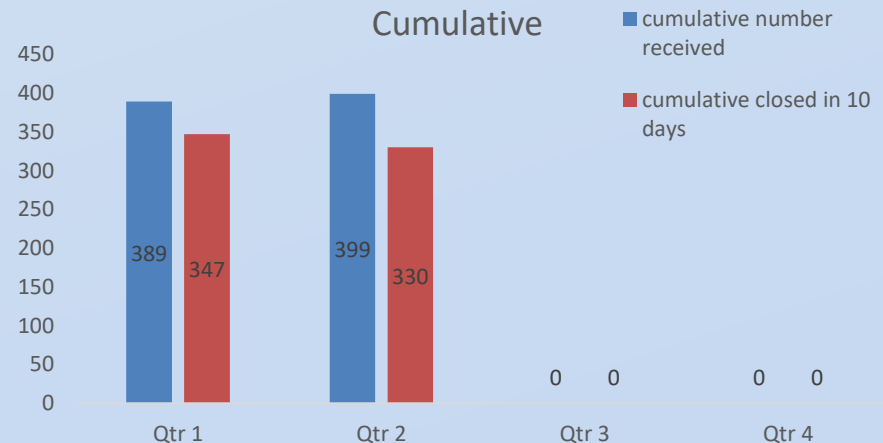
33 written enquiries were received in Q2 with 24 (72.7%) answered within 10 working days. Decreasing when compared to Q1 23/24 with 38 (90.5%) responded to in time



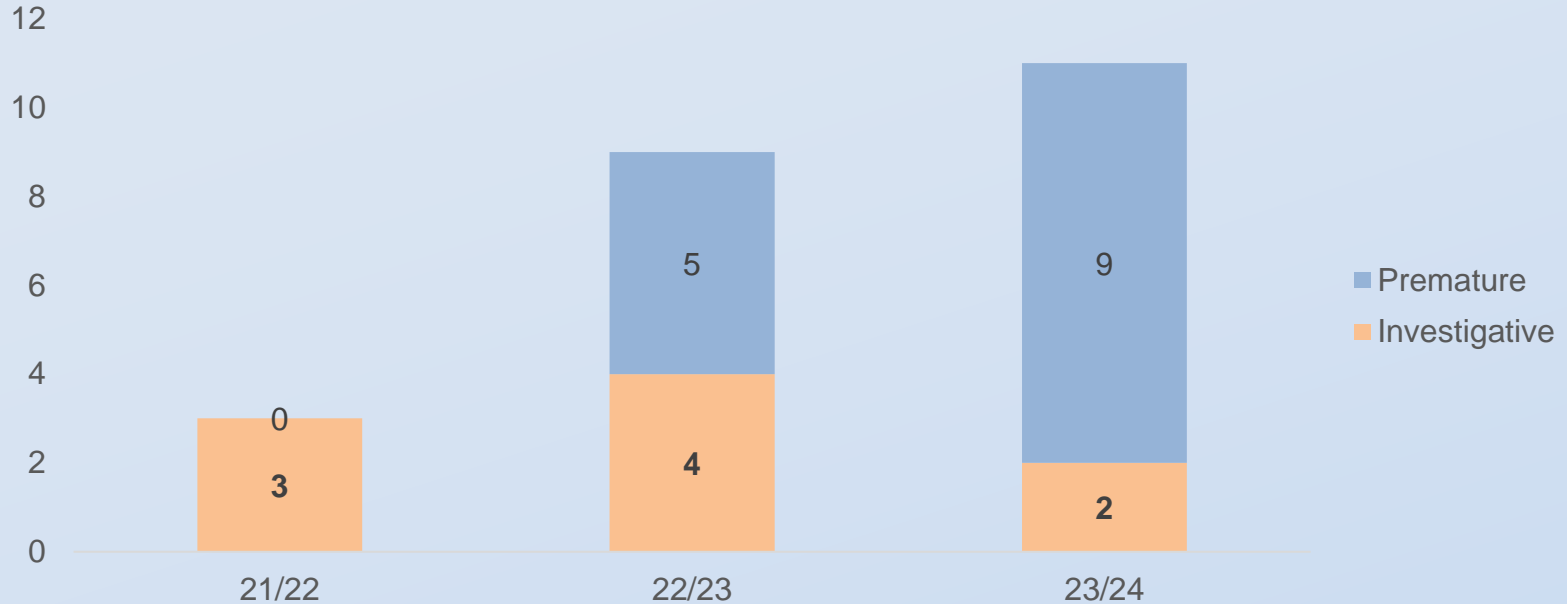
49 compliments received in Q2 and 49 (100%) answered within 10 working days. This is the same as Q1 23/24 which was also 100%.



399 complaints, enquiries and compliments were received in total in Q2 with 330 (82.7%) answered within 10 working days. Decreasing when compared to Q1 22/23 with 347 (89.2%) responded to in time



# Ombudsman Complaints - 2023/24



**During Q2 2023/24 we received 2 Investigative and 9 Premature complaints from the Ombudsmen’s offices as follows:**

- **2 Investigative complaint from the Housing Ombudsman’s Office – 1 awaiting determination and 1 awaiting outcome of review;**
- **8 Premature complaints from the Housing Ombudsman – premature as these had not gone through our full complaints process (Stage 2);**
- **1 premature complaint from the Local Government and Social Care Ombudsman – not investigated by the LGO after reviewing documentation due to insufficient evidence of fault.;**

# Compliments Analysis – Q2- 2023/24



Compliments by month and service area

■ Apr-23 ■ May-23 ■ Jun-23 ■ Jul-23 ■ Aug-23 ■ Sep-23

