



Customer Feedback Quarter 1 2023/24

St Leger Homes of Doncaster

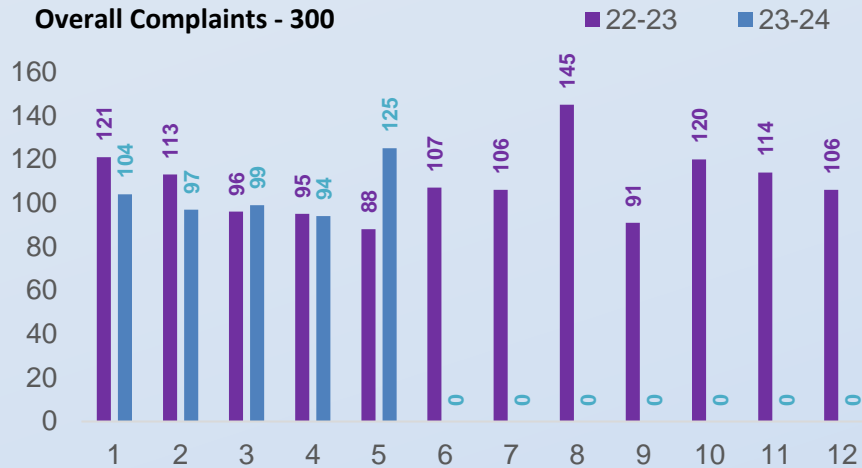
2023/24 Overall Complaints Volumes



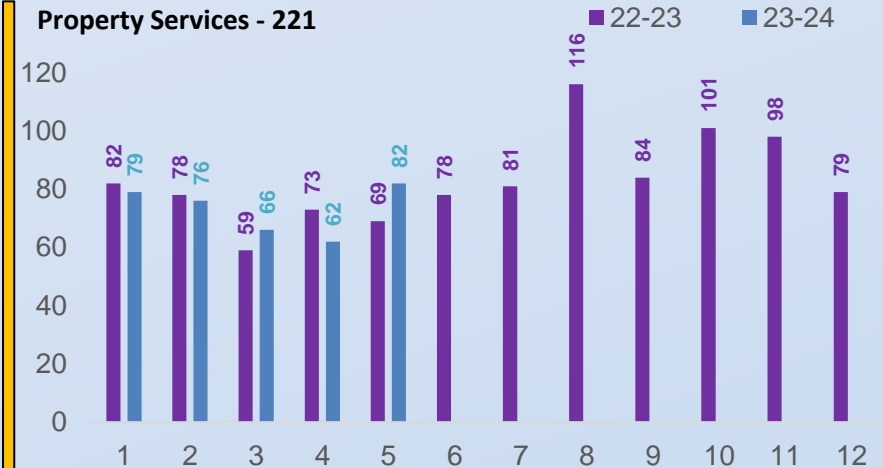
There has been a 9% decrease in the total number of complaints received in Q1 23/24 compared to Q1 22/23
(300 received this year compared to 330 received last year)

The cumulative number of Stage 1 and Stage 2 complaints per 1,000 properties for Q1 is 15.4

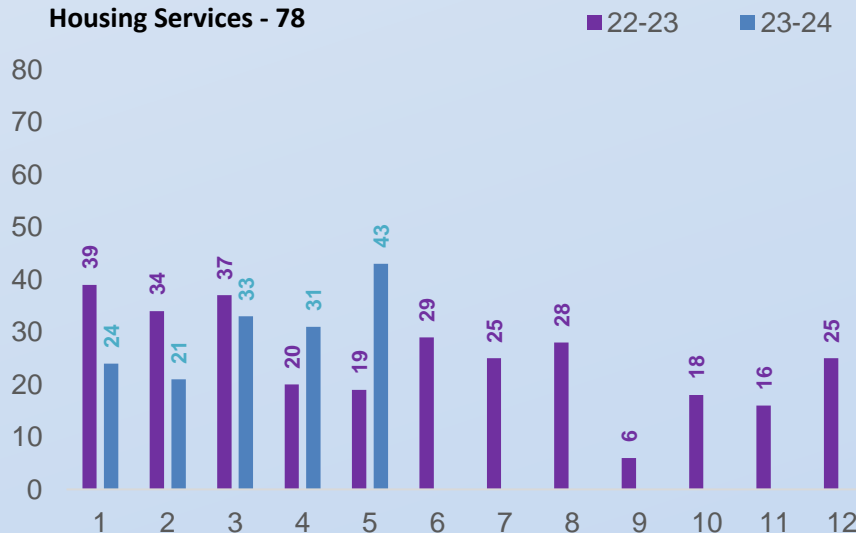
Overall Complaints - 300



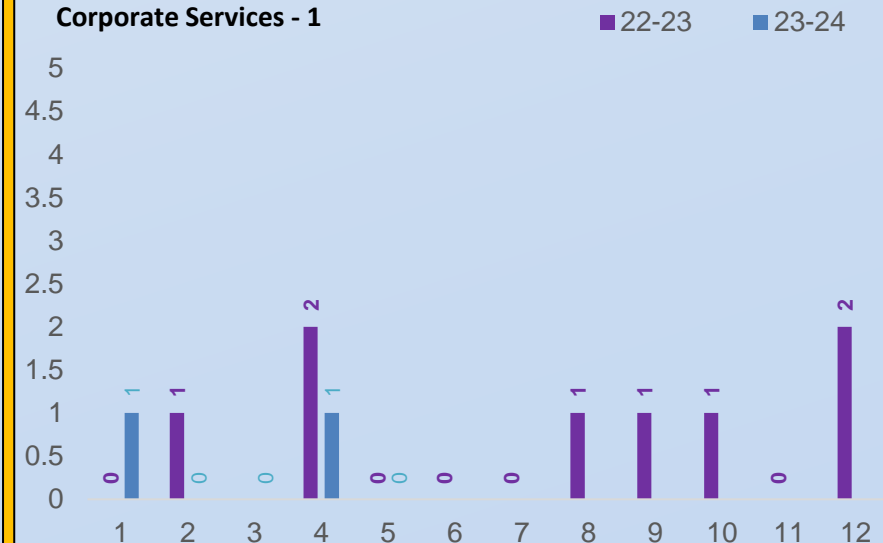
Property Services - 221



Housing Services - 78



Corporate Services - 1

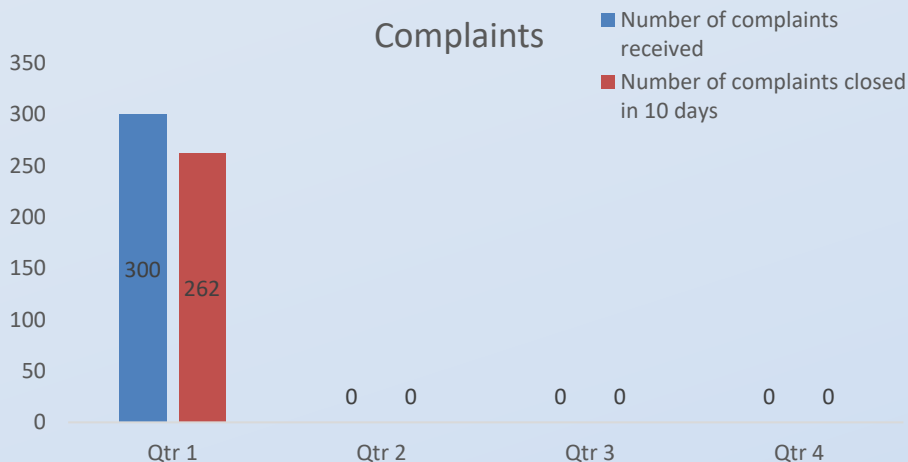


Q1 Service Standards – 2023/24

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

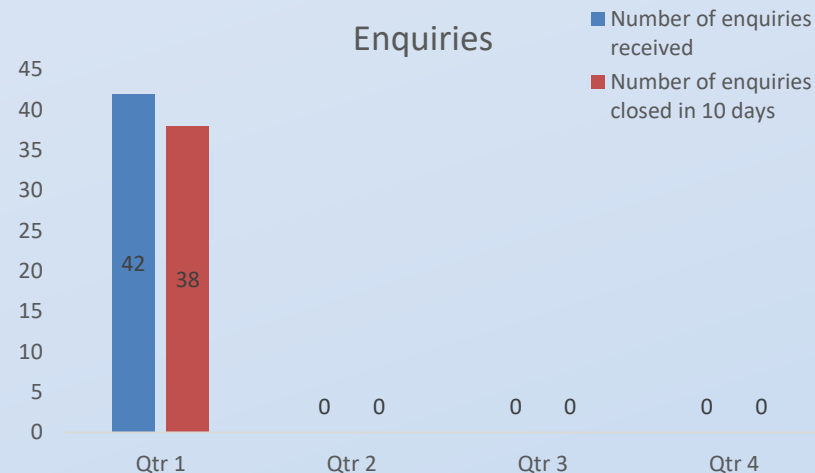
300 complaints received in Q1 and 262 (87.3%) answered within 10 working days. Improving when comparing to Q4 22/23 (78.5%) responded to in time and Q1 22/23 (76.9%)

Complaints



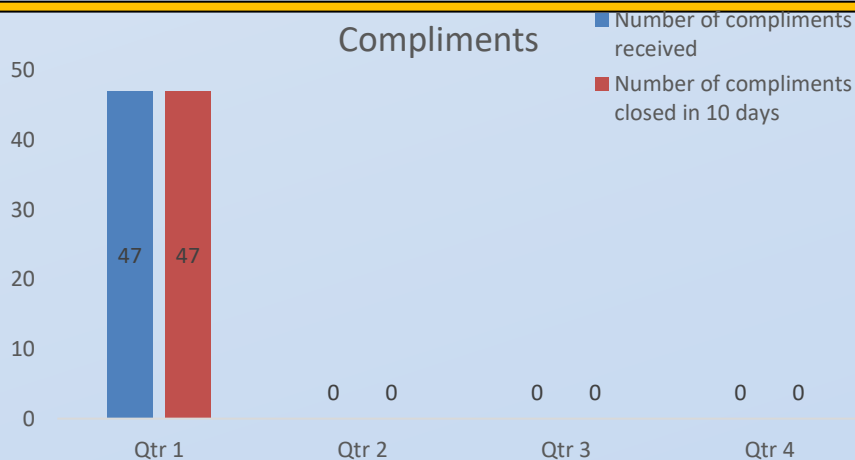
42 written enquiries were received in Q1 and 38 (90.5%) answered within 10 working days. Improving when comparing to Q4 22/23 (79.4%) responded to in time

Enquiries



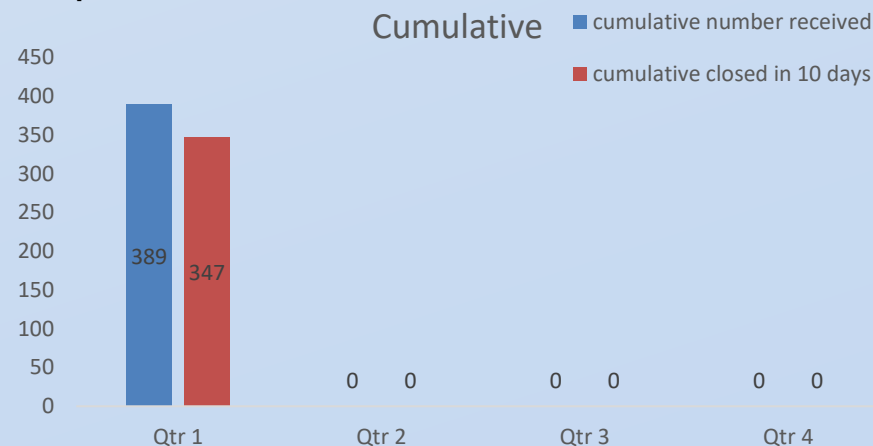
47 compliments received in Q1 and 47 (100%) answered within 10 working days. This is the same as Q4 22/23 which was also 100%.

Compliments

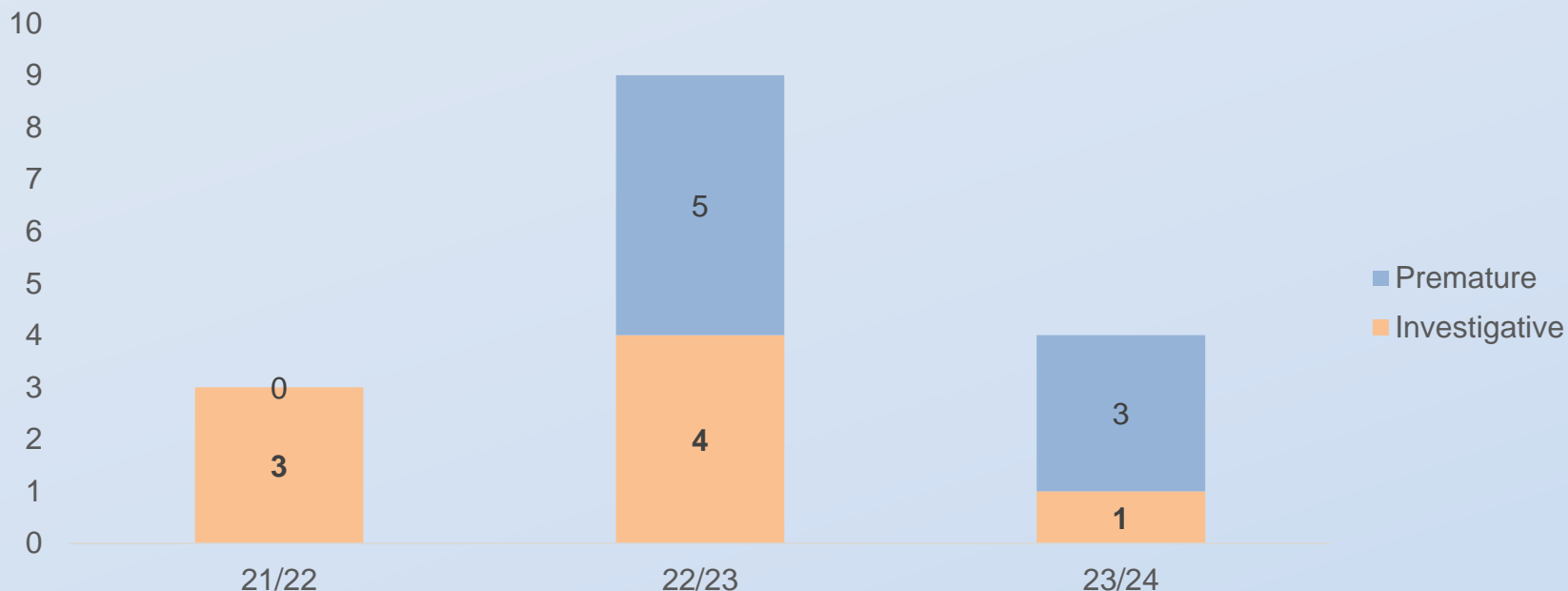


389 complaints, enquiries and compliments were received in total in Q1 and 347 (89.2%) answered within 10 working days. Improving when comparing to Q4 22/23 (81.6%) responded to in time

Cumulative



Ombudsman Complaints - 2023/24



During Q1 2023/24 we received 4 complaints from the Ombudsmen's offices as follows:

- **1 Investigative complaint from the Housing Ombudsman's Office – awaiting determination;**
- **2 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 – Q1- 2023/24



Compliments by month and Directorate

