Learning from Complaints Review

Period: April 2021





203



Complaints Closed

134



SMR/ Panel
Stage 2 In Progress

24



Stage 2 Cases Closed

26



Under Investigation HoS

5



Complaints Currently
Open

648



Compliance
With HoS Code

100%



Acknowledgements Within Timescale

100%





Cases With Extensions

28

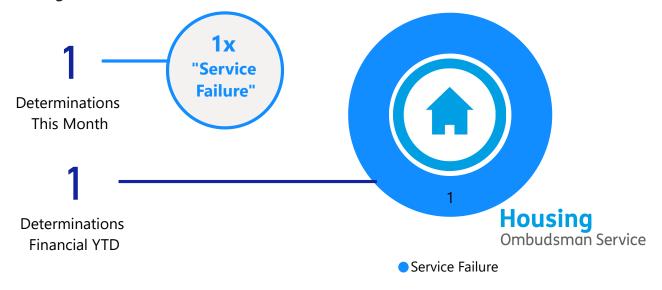
Improvement Projects to Address Root Causes:

- Working collaboratively with the Gas & Property Teams to undertake an insight deep dive on the current 'boiler renewals' process. This should reduce the number of repairs required before a replacement is implemented.
- Creating a dashboard to allow *Community Investment & Care* Teams to explore complaints by different diversity strands. This should enable us to identify groups who are under-represented/experiencing barriers to raising complaints who may currently be 'suffering in silence'.

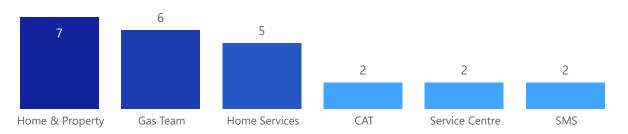
Teams with Identified Service Failures This Month:

Home & Property	Gas Team	Home Services
7 Service Failure(s) This Month	6 Service Failure(s) This Month	5 Service Failure(s) This Month

Housing Ombudsman Service Case Determinations:



Identified Service Failures Financial YTD:



Teams' Outstanding Actions Financial YTD:

