**Appendix 1: Complaint Handling Performance Tables**

Complaints Received

***OCC ODS***

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** | **Stage 1** | **Stage 2** | **Total** |
| Apr | 8 | 0 | **8** |
| May | 15 | 2 | **17** |
| Jun | 11 | 2 | **13** |
| Jul | 4 | 1 | **5** |
| Aug | 10 | 1 | **11** |
| Sep | 10 | 1 | **11** |
| **Total** | **58** | **7** | **65** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** | **Stage 1** | **Stage 2** | **Total** |
| Apr | 16 | 0 | **16** |
| May | 43 | 0 | **43** |
| Jun | 12 | 0 | **12** |
| Jul | 31 | 1 | **32** |
| Aug | 31 | 2 | **33** |
| Sep | 27 | 0 | **27** |
| **Total** | **160** | **3** | **163** |

Complaint Outcomes

***OCC\****

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Month** | **Withdrew** | **Not Upheld** | **Partially Upheld** | **Upheld** | **Total** |
| Apr | 0 | 7 | 3 | 4 | **14** |
| May | 1 | 3 | 5 | 8 | **17** |
| Jun | 0 | 3 | 4 | 10 | **17** |
| Jul | 0 | 1 | 2 | 4 | **7** |
| Aug | 0 | 1 | 6 | 7 | **14** |
| Sep | 0 | 2 | 6 | 1 | **9** |
| **Total** | **1** | **17** | **26** | **34** | **78** |

***ODS\****

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Month** | **Reassigned** | **Not Upheld** | **Partially Upheld** | **Upheld** | **Total** |
| Apr | 6 | 2 | 1 | 7 | **16** |
| May | 6 | 9 | 10 | 18 | **43** |
| Jun | 1 | 3 | 2 | 6 | **12** |
| Jul | 2 | 9 | 6 | 15 | **32** |
| Aug | 0 | 6 | 7 | 20 | **33** |
| Sep | 2 | 13 | 3 | 9 | **27** |
| **Total** | **17** | **42** | **29** | **75** | **163** |

**\*** Based on cases closed in period

Complaints by Service Area

**OCC**

|  |  |
| --- | --- |
| **Service Area** | **Complaints** |
| ASBIT | 5 |
| Contact Centre  | 1 |
| Home Ownership | 1 |
| Legal Services  | 1 |
| ODS | 1 |
| OX Place | 1 |
| Property Services | 15 |
| Tenancy Management | 40 |
| **Total** | **65** |

***ODS***

|  |  |
| --- | --- |
| **Service Area** | **Complaints** |
| Carpenters | 15 |
| Customer Services | 11 |
| DA | 1 |
| Electrical | 11 |
| Fencing | 3 |
| Flooring | 1 |
| Gas | 11 |
| Glazier | 3 |
| Grounds Maintenance | 1 |
| Groundworks | 2 |
| Highways | 1 |
| Inspection | 1 |
| Painting | 5 |
| Planned Works | 9 |
| Planning | 13 |
| Plastering | 8 |
| Plumber | 22 |
| Property Services | 15 |
| Reassigned | 17 |
| Road Works | 1 |
| Roofer | 10 |
| StreetScene | 1 |
| Waste Household | 1 |
| **Total** | **163** |

Key Themes

**OCC**

|  |  |
| --- | --- |
| **Key Theme** | **Complaints** |
| Behaviour  | 5 |
| Communication | 11 |
| Quality | 3 |
| Service | 46 |
| **Total** | **65** |

**ODS**

|  |  |
| --- | --- |
| **Key Theme** | **Complaints** |
| Communication | 68 |
| Other | 50 |
| Quality | 14 |
| Service | 31 |
| **Total** | **163** |

Compensation Paid

|  |  |
| --- | --- |
| **Month** | **Compensation** |
| Apr | £1,450.30 |
| May | £2,350.00 |
| Jun | £786.00 |
| Jul | £100.00 |
| Aug | £650.00 |
| Sep | £150.00 |