



Customer Feedback Cumulative 2023/24

St Leger Homes of Doncaster

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2023/24 Overall Complaints Volumes

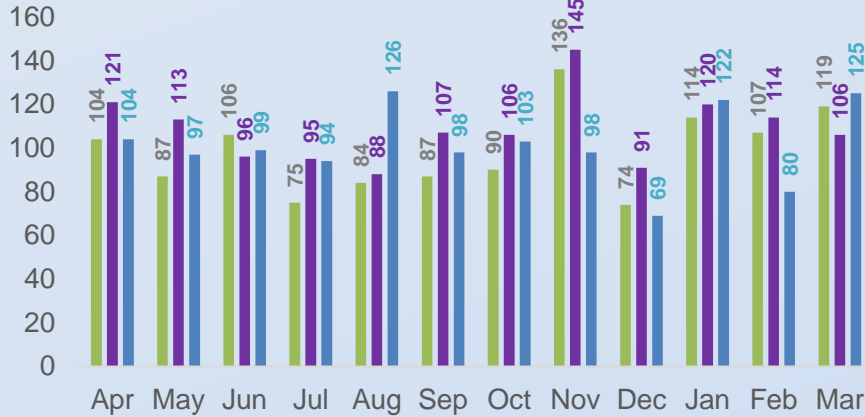


There has been a -6.7% decrease in the total number of Stage 1 complaints received in 23/24 compared to 22/23 (1215 received 23/24 compared to 1302 received 22/23)

The cumulative number of Stage 1 and Stage 2 complaints per 1,000 properties for 23/24 is 66.1

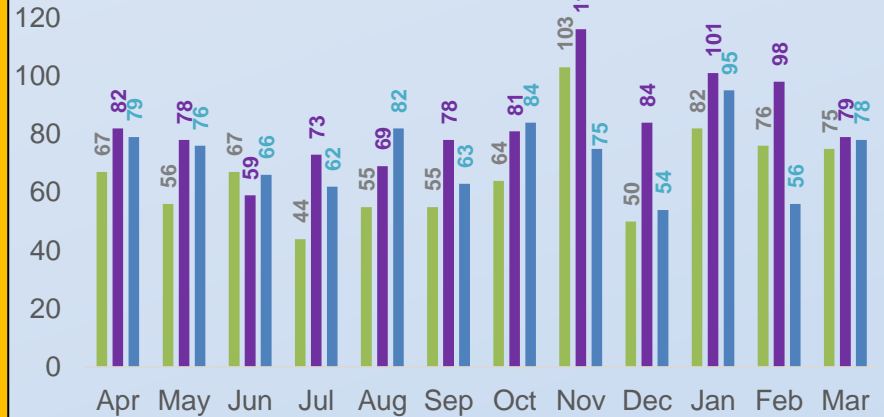
Overall Complaints - 1215

■ 21-22 ■ 22-23 ■ 23-24



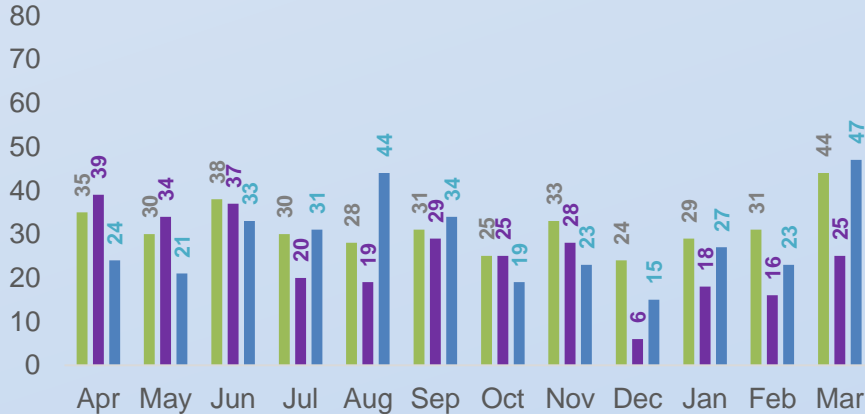
Property Services - 870

■ 21-22 ■ 22-23 ■ 23-24



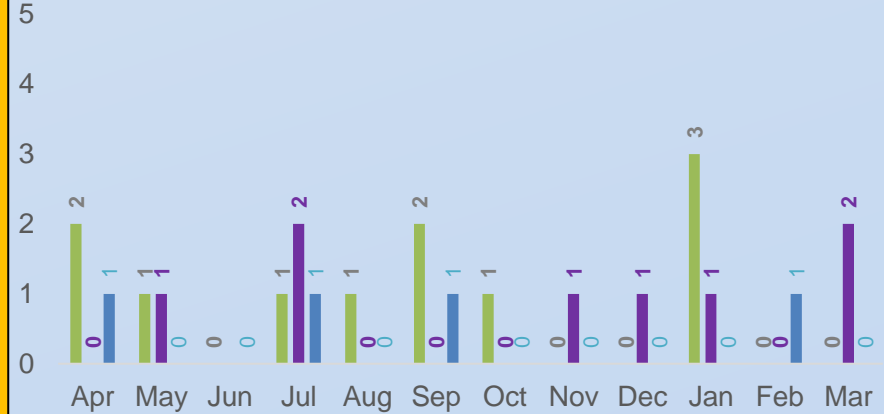
Housing Services - 341

■ 21-22 ■ 22-23 ■ 23-24



Corporate Services - 4

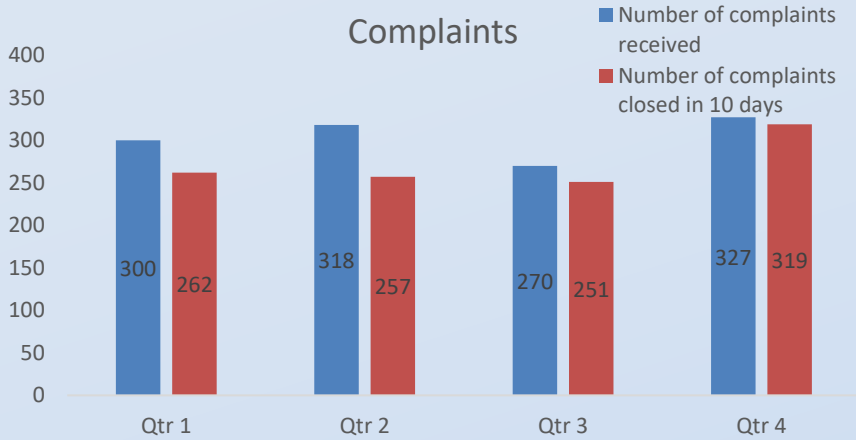
■ 21-22 ■ 22-23 ■ 23-24



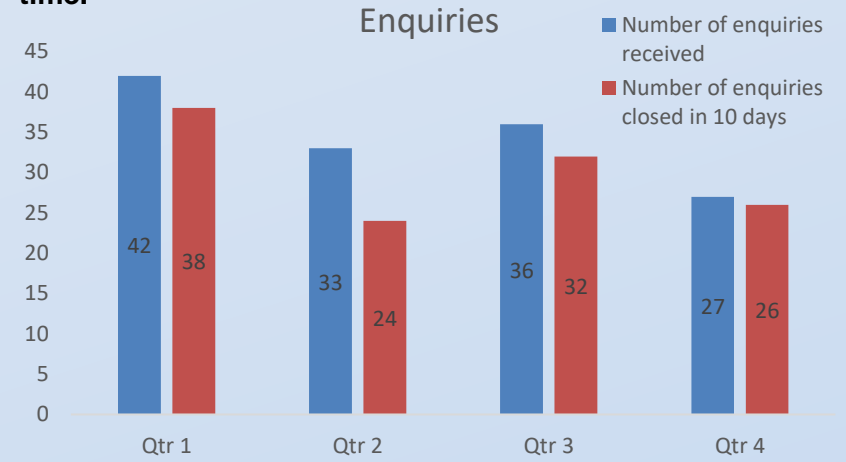
Service Standards – Q4 2023/24

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

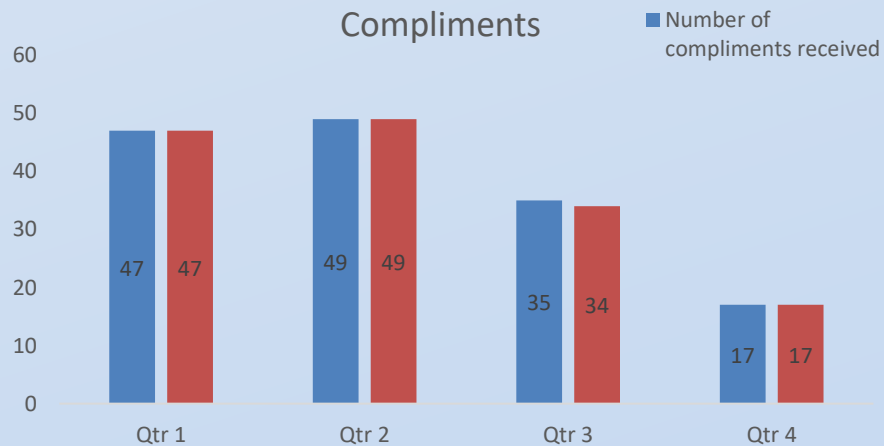
327 complaints received in Q4 with 319 (97.6%) answered in time. Improving when compared to Q3 23/24 with 251/270 (93%) responded to in time and when compared to Q4 22/23 with 267/340 (78.5%) responded to in time.



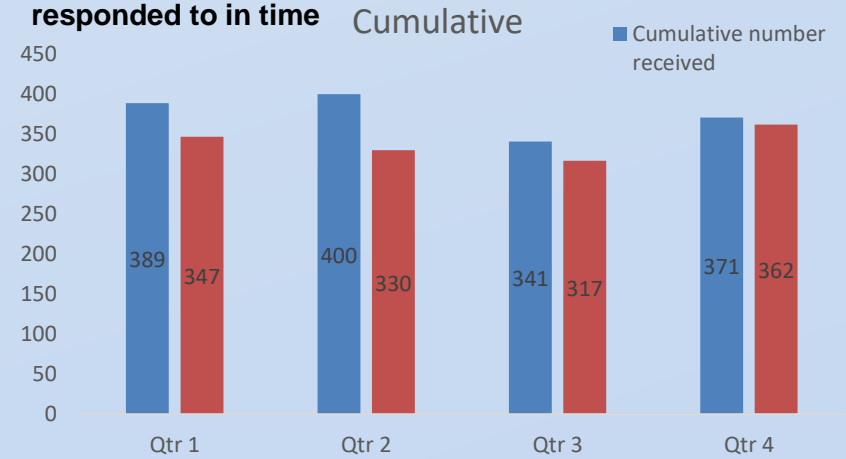
27 written enquiries were received in Q4 with 26 (96.3%) answered within 10 working days. Improving when compared to Q3 23/24 with 32/36 (88.9%) responded to in time.



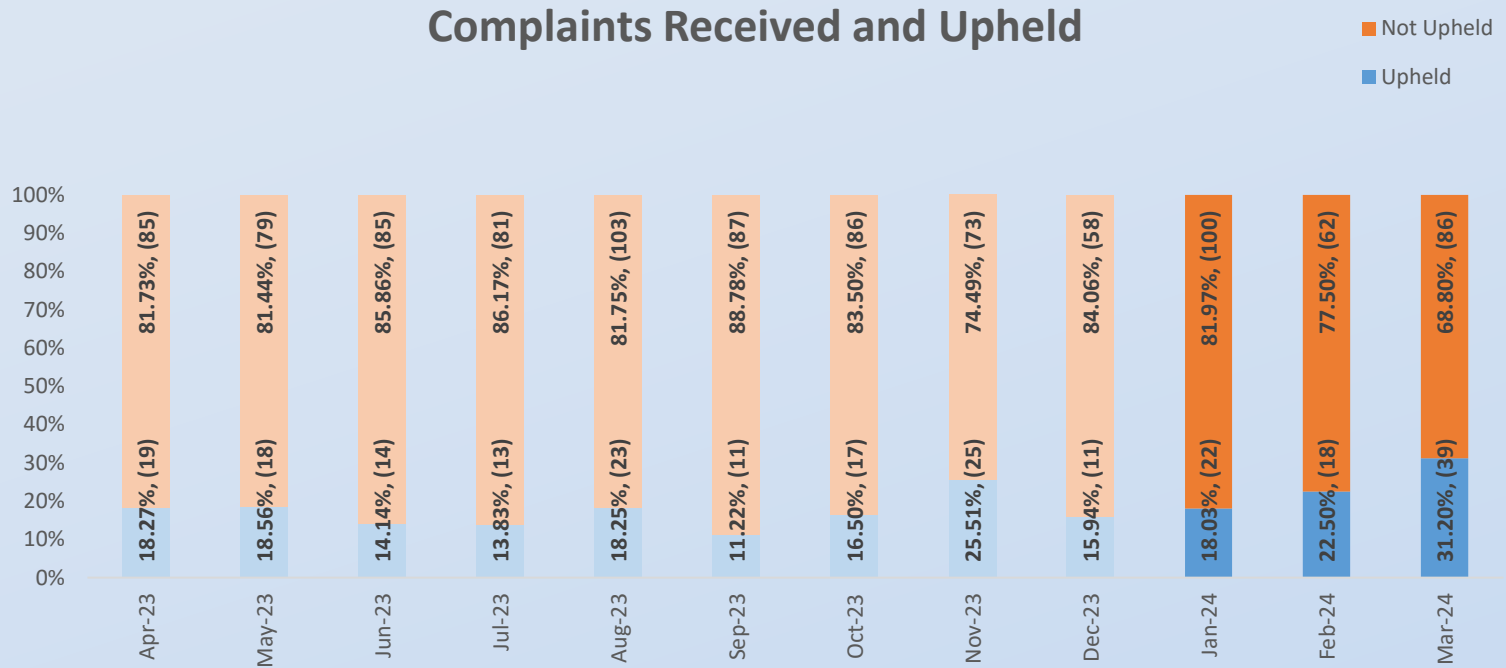
17 compliments received in Q4 and 17 (100%) answered within 10 working days. This is an increase compared to Q3 23/24 which was 34/35 (97.1%).



371 complaints, enquiries and compliments were received in total in Q4 with 362 (97.6%) answered within 10 working days. Improving when compared to Q3 23/24 with (93%) responded to in time



Complaints Received Upheld and Not Upheld



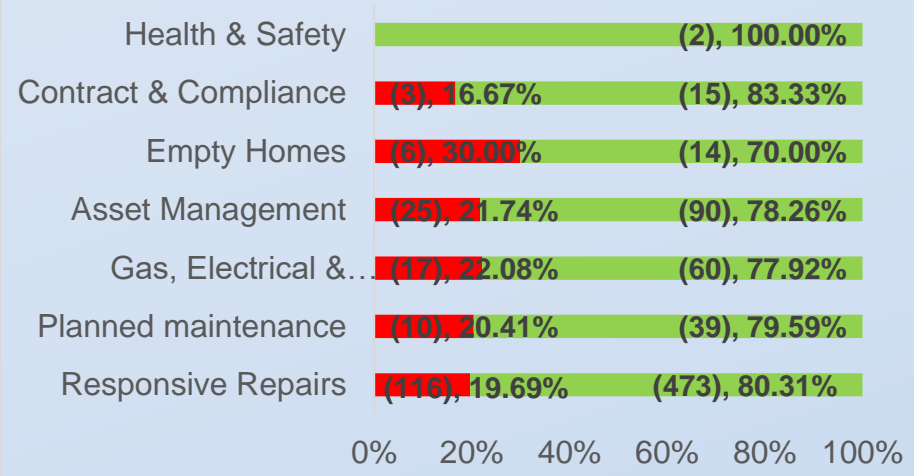
Upheld complaints increased in Q4 23/24 by 27 (+52.9%) compared to Q3 23/24 and have decreased by 111 (-32.7%) compared to 22/23.

Property Services Analysis – 2023/24

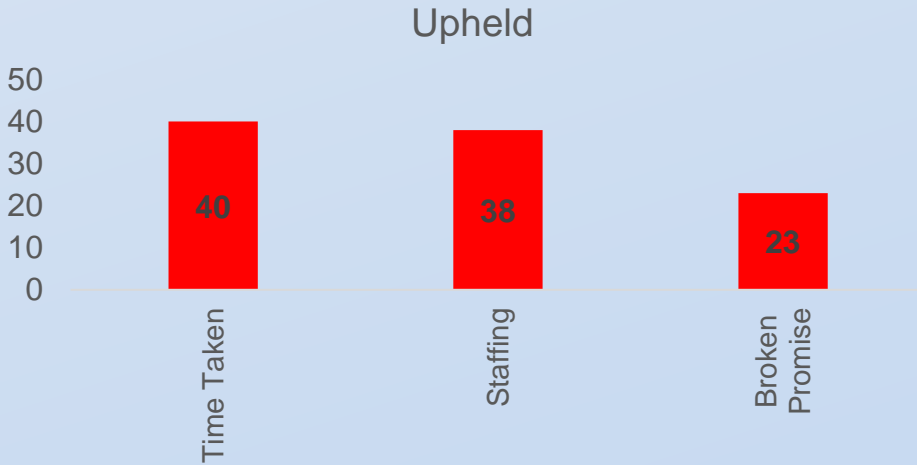


870 complaints (71.6% of all complaints) have been received in 23/24. This is a decrease of 128 (-12.8%) from 22/23 (998).

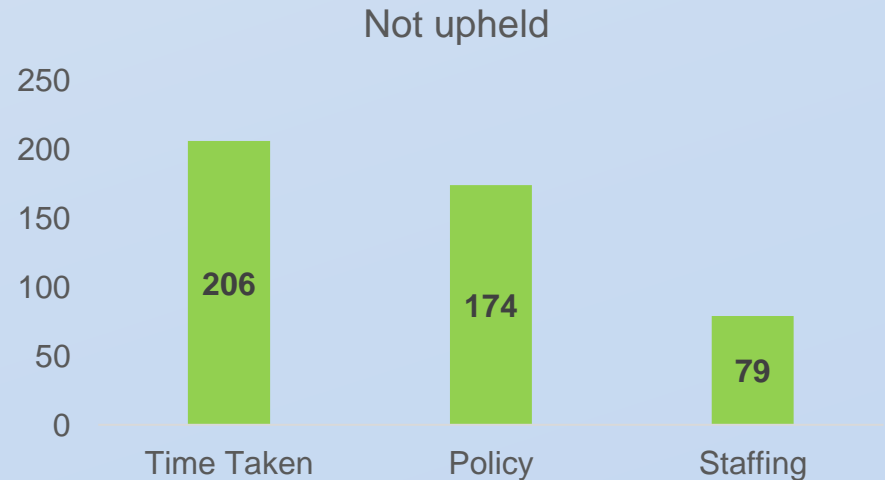
177 (20.3%) upheld complaints in 23/24. This is a decrease of 105 (-37.2%) compared to 282 (28.2%) in 22/23



Upheld complaints Top 3 Themes



Not upheld complaints Top 3 Themes



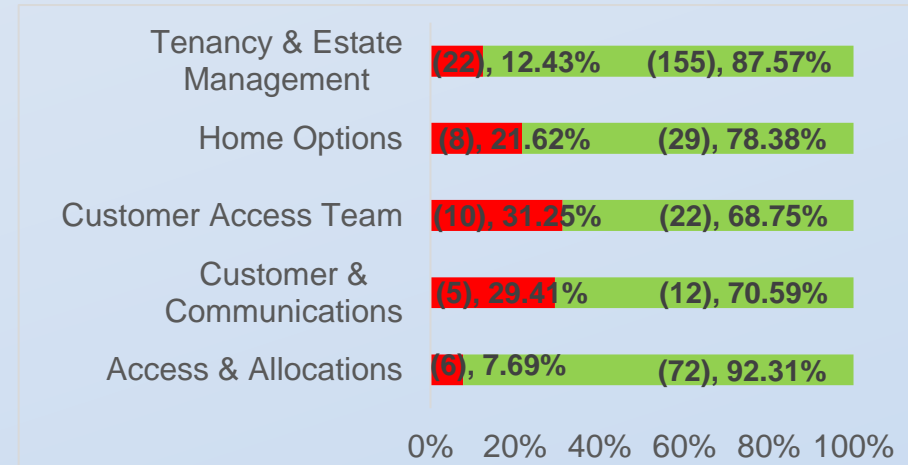
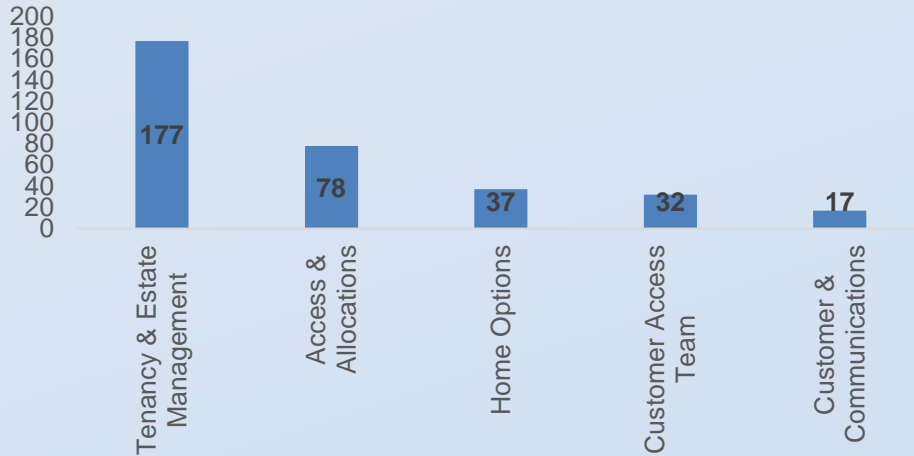
(Please note, more than one theme can be recorded for one complaint, which can also increase the upheld or not upheld)

Housing and Customer Services Analysis - 2023/24



341 complaints (28.1% of all complaints) have been received in 23/24. This is an increase of (15.2%) from 22/23 (296).

51 (15%) upheld complaints in 23/24. This is a decrease compared to 57 (20.6%) in 22/23



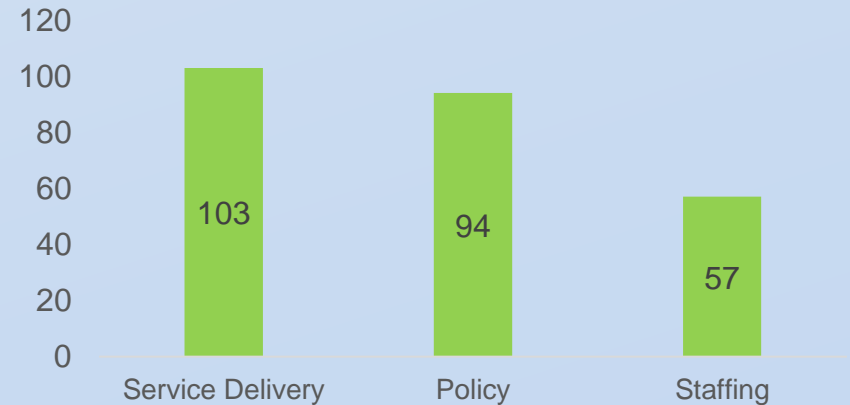
Upheld complaints Top 3 Themes

Upheld



Not upheld complaints Top 3 Themes

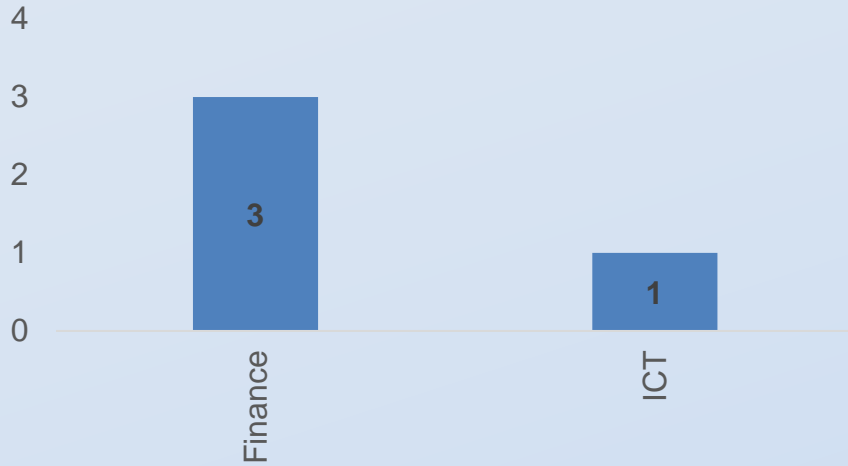
Not upheld



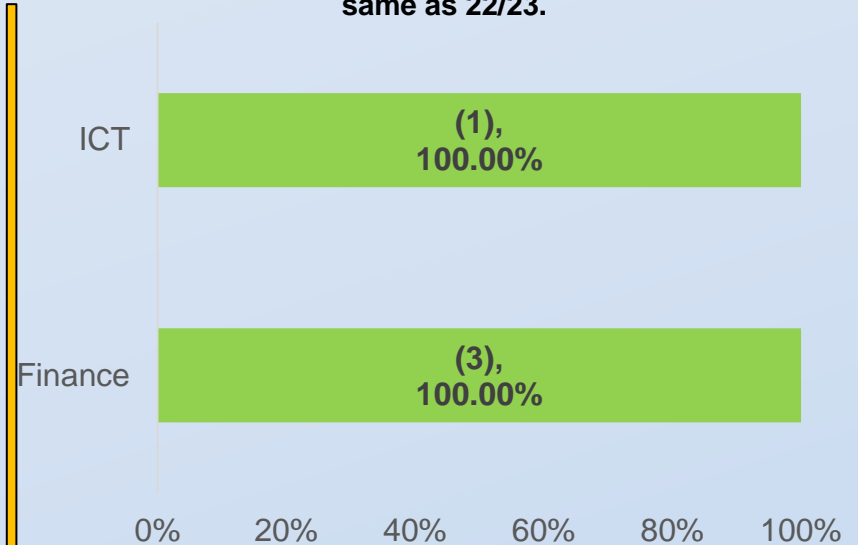
(Please note, more than one theme can be recorded for one complaint and can create more upheld/not upheld than the total number received)

Corporate Services Analysis – 2023/24

4 complaints (0.3% of all complaints) has been received in 23/24. This is a decrease of 4 compared to 22/23 (8).



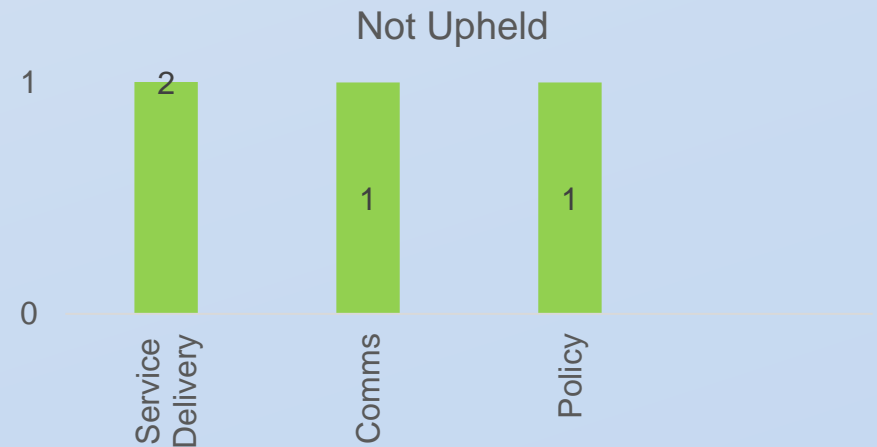
There were no upheld complaints in 23/24 which is the same as 22/23.



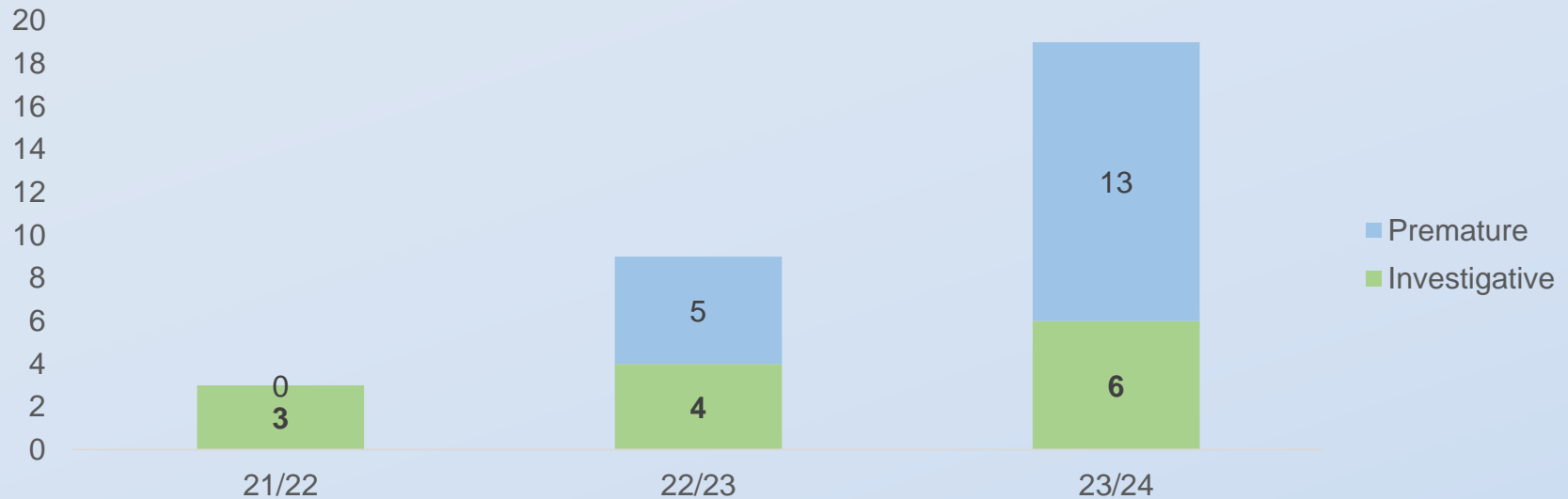
Upheld complaints Top 3 Themes

There were no upheld complaints

Not upheld complaints Top 3 Themes



Ombudsman Complaints - 2023/24



Cumulatively in 2023/24 we received 6 Investigative and 13 Premature complaints from the Ombudsman's offices as follows:

- **4 Investigative complaints from the Housing Ombudsman's Office, 1 from the Local Government & Social Care Ombudsman and 1 from the Energy Ombudsman;**
- **11 Premature complaints from the Housing Ombudsman – premature as these had not gone through our full complaints process (Stage 1 or Stage 2); 1 was received and forwarded to CDC.**
- **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;**
- **4 Determinations were received and compensation to 4 cases were paid out totalling £4700 (£3800, £150, £350, £400).**

Compliments Analysis – 2023/24



Compliments by month and Service Area

