



Customer Feedback Q1 2024/25

St Leger Homes of Doncaster

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2024/25 Overall Complaints Volumes

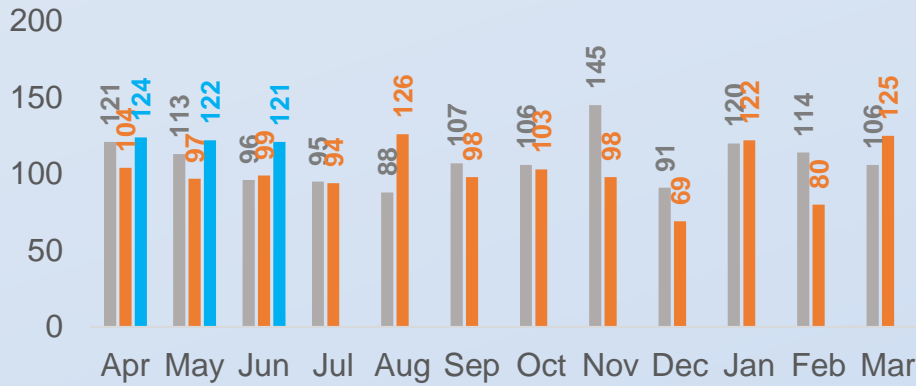


There has been a 22.3% increase in the total number of Stage 1 complaints received in 24/25 compared to 23/24
(367 received 24/25 compared to 300 received 23/24)

The cumulative number of Stage 1 and Stage 2 complaints per 1,000 properties for 24/25 is 20.2

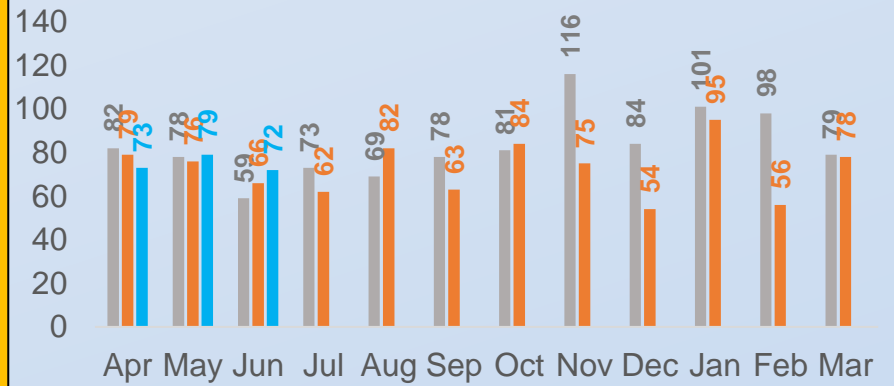
Overall Complaints - 367

■ 22-23 ■ 23-24 ■ 24-25



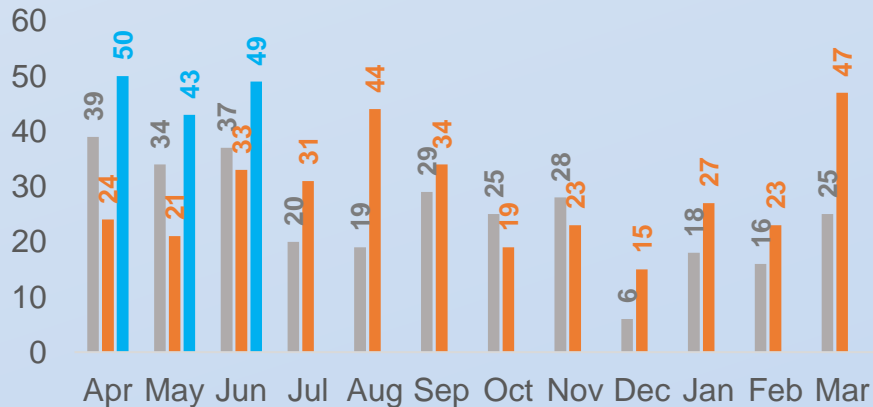
Property Complaints - 224

■ 22-23 ■ 23-24 ■ 24-25



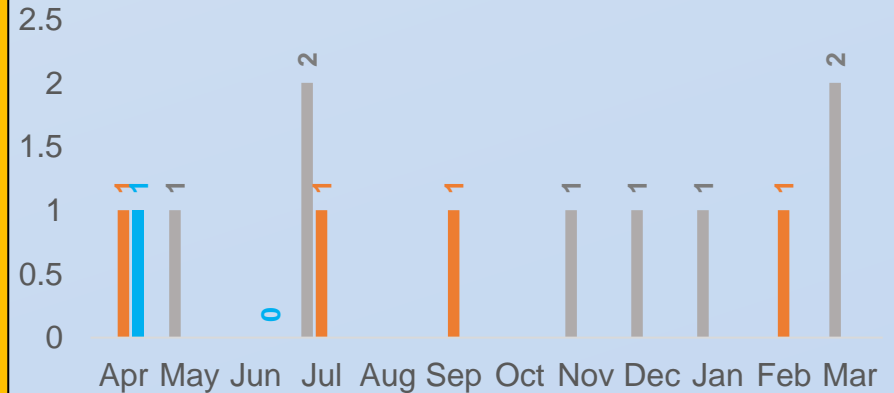
Housing Complaints - 142

■ 22-23 ■ 23-24 ■ 24-25



Corporate Complaints - 1

■ 22-23 ■ 23-24 ■ 24-25

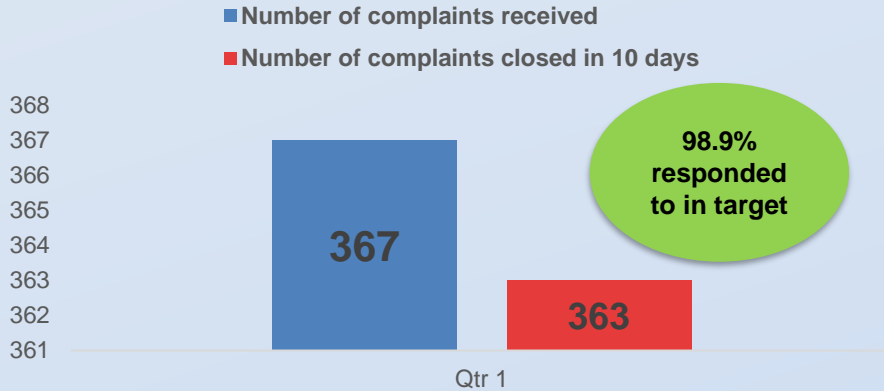


Service Standards – Q1 2024/25

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

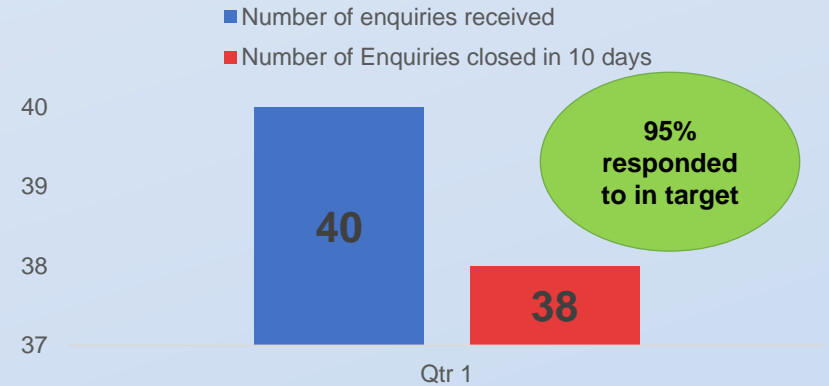
367 complaints received in Q1 with 363 (98.9%) answered in time. Improving when compared to Q1 23/24 with 264/300 (93%) responded to in time.

Complaints



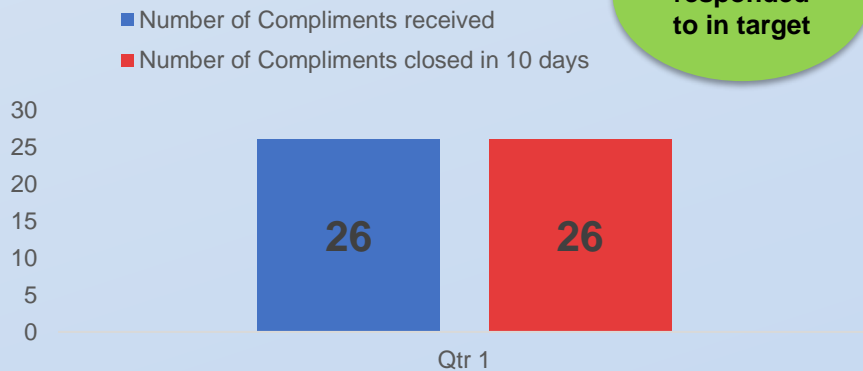
40 written enquiries were received in Q1 with 38 (95%) answered within 10 working days. Improving when compared to Q1 23/24 with 35/42 (83.3%) responded to in time.

Enquiries



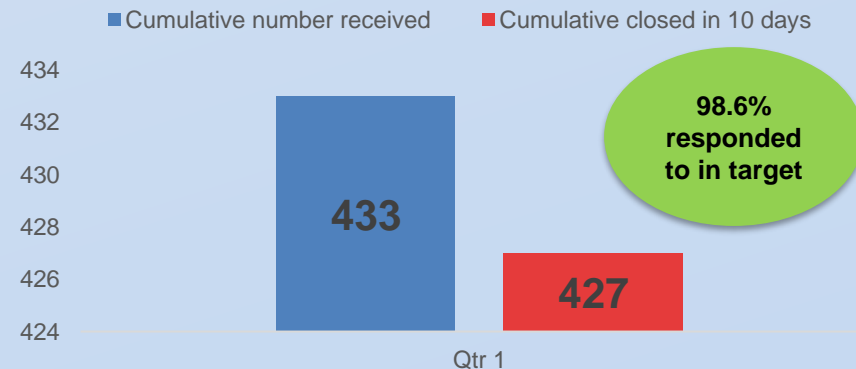
26 compliments received in Q1 and 26 (100%) answered within 10 working days. This remains the same compared to Q1 23/24 which was 47/47 (100%).

Compliments

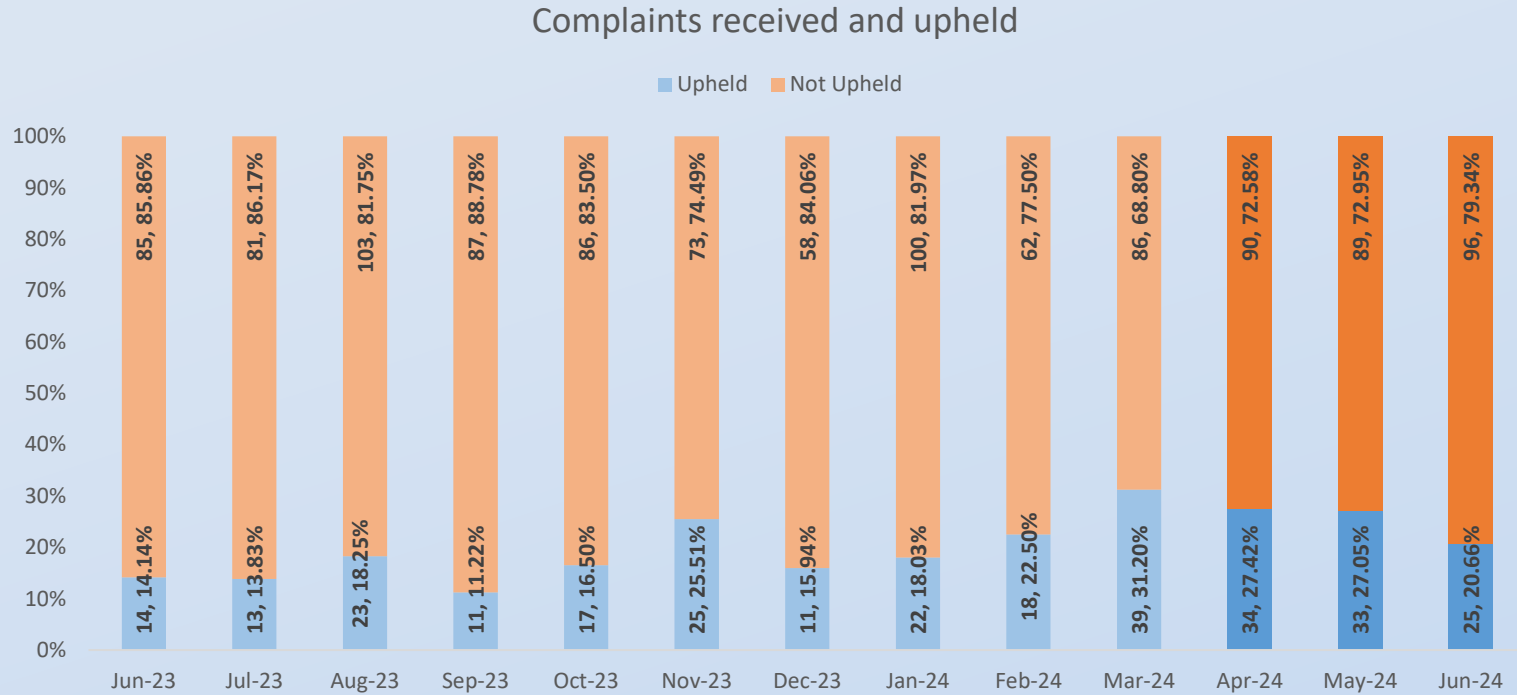


433 complaints, enquiries and compliments were received in total in Q1 with 427 (98.6%) answered within 10 working days. Improving when compared to Q1 23/24 which was 347/389 with (89.2%) responded to in time

Cumulative



Complaints Received Upheld and Not Upheld

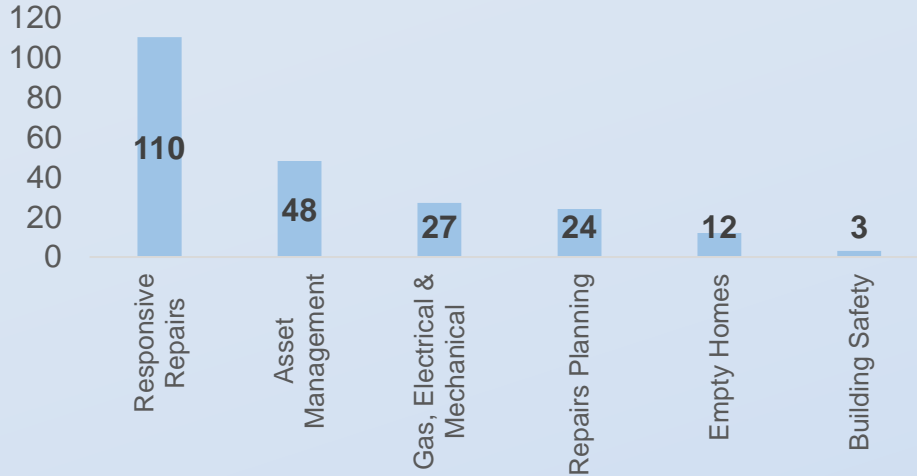


Upheld complaints increased in Q1 24/25 by 41 (+57.34%) compared to Q1 23/24 and have decreased by 30 (-28%) compared to 22/23.

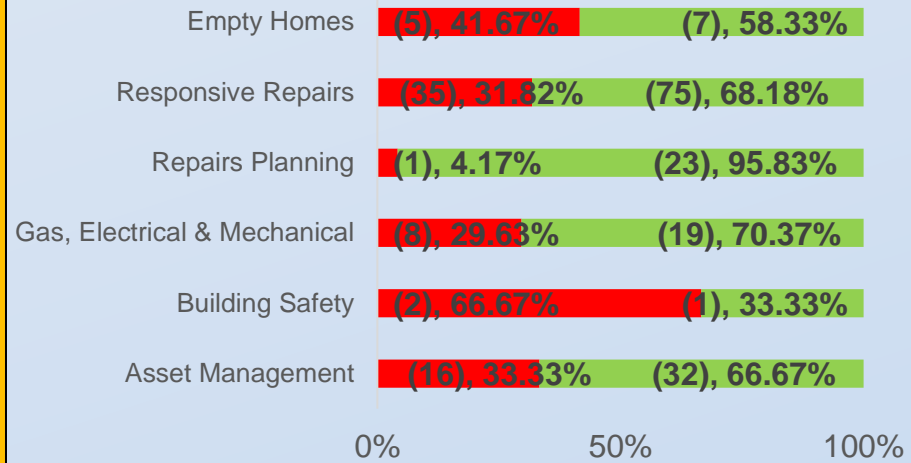
Property Services Analysis – 2024/25



224 complaints (61% of all complaints) have been received in Q1 24/25. This is an increase of 3 (+1.35%) from Q1 23/24 (221).



67 (29.9%) upheld complaints in Q1 24/25. This is an increase of 22 (+39.2%) compared to 45/221 (20.4%) in Q1 23/24



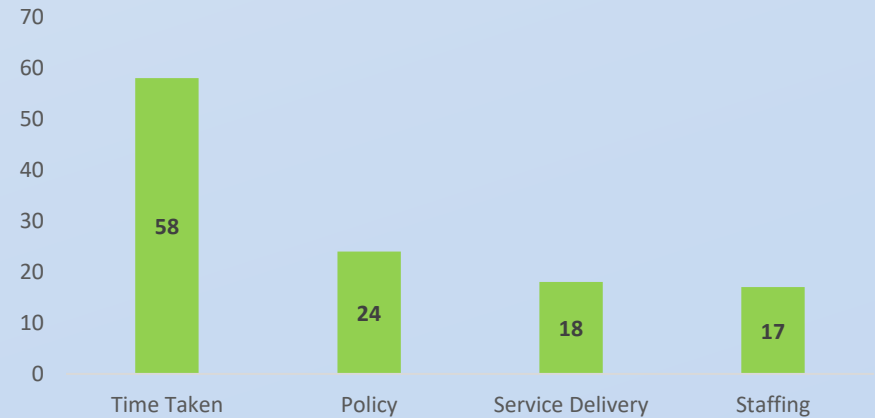
Upheld complaints Top Themes

Upheld



Not Upheld complaints Top Themes

Not Upheld

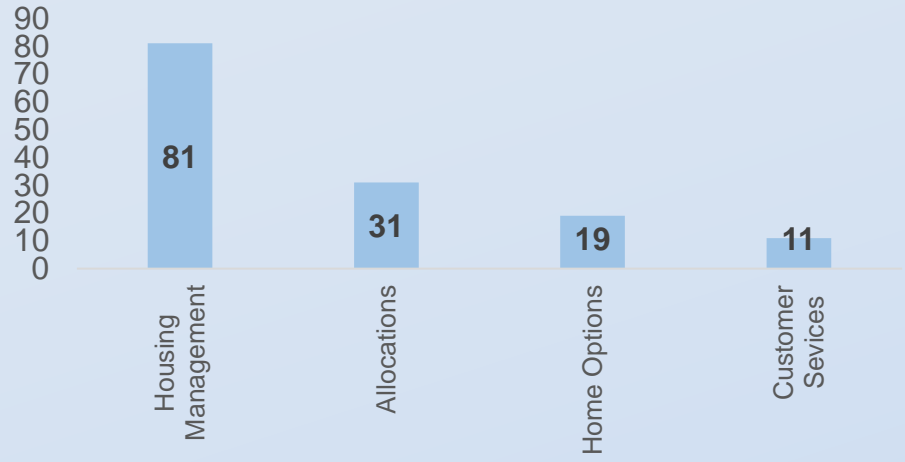


(Please note, more than one theme can be recorded for one complaint, which can also increase the upheld or not upheld)

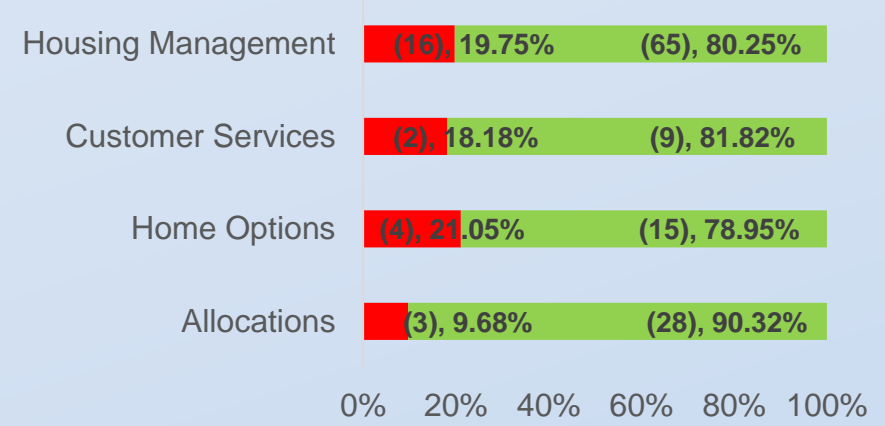
Housing and Customer Services Analysis - 2024/25



142 complaints (38.7% of all complaints) have been received in Q1 24/25. This is an increase of 64 (82%) from Q1 23/24 (78).

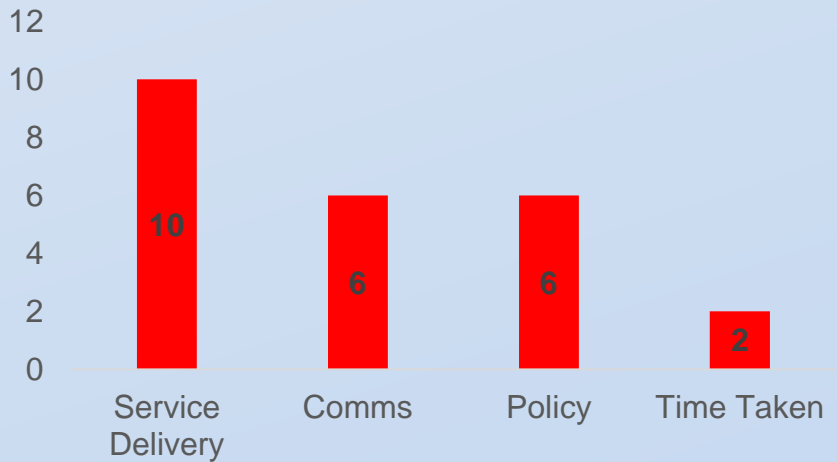


25 (17.6%) upheld complaints in Q1 24/25. This is an increase compared to 6 (7.7%) in Q1 23/24.



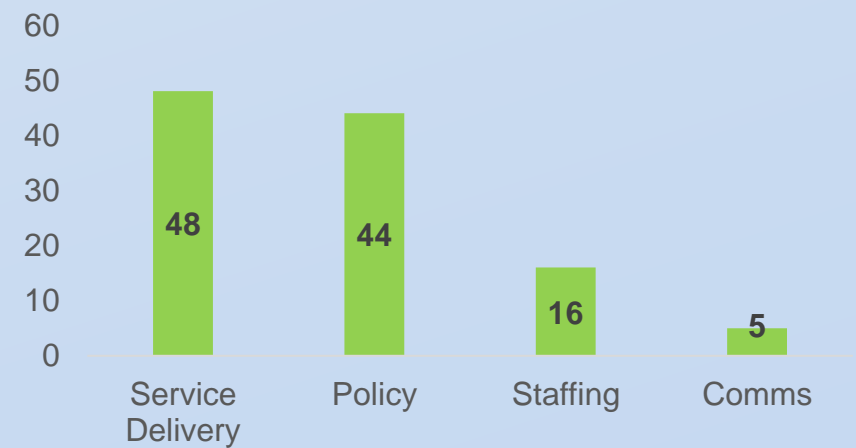
Upheld complaints - Top Themes

Upheld



Not Upheld complaints - Top 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 – 2024/25

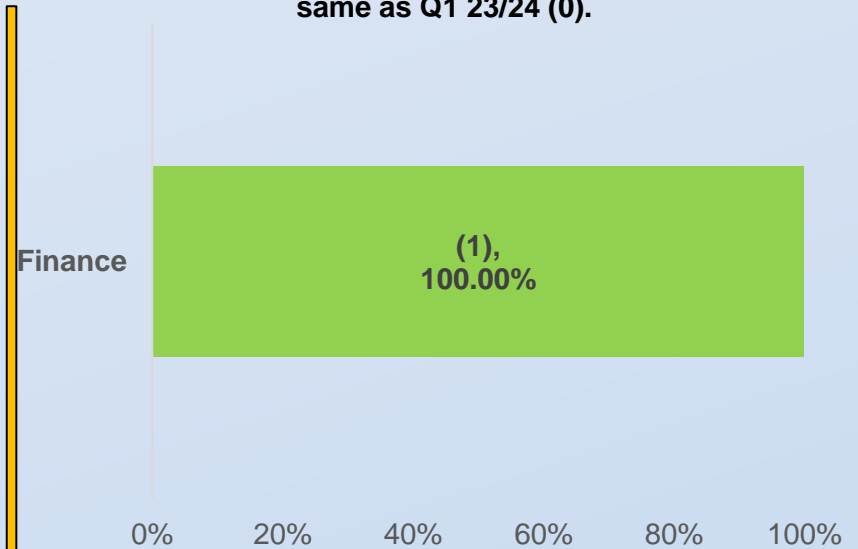
1 complaints (0.3% of all complaints) has been received in Q1 24/25. This is the same as Q1 23/24 (1).



Upheld complaints Top 3 Themes

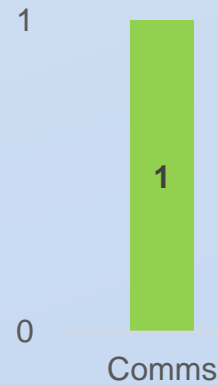
There were no upheld complaints

There was 1 Not Upheld complaint in Q1 24/25 which is the same as Q1 23/24 (0).

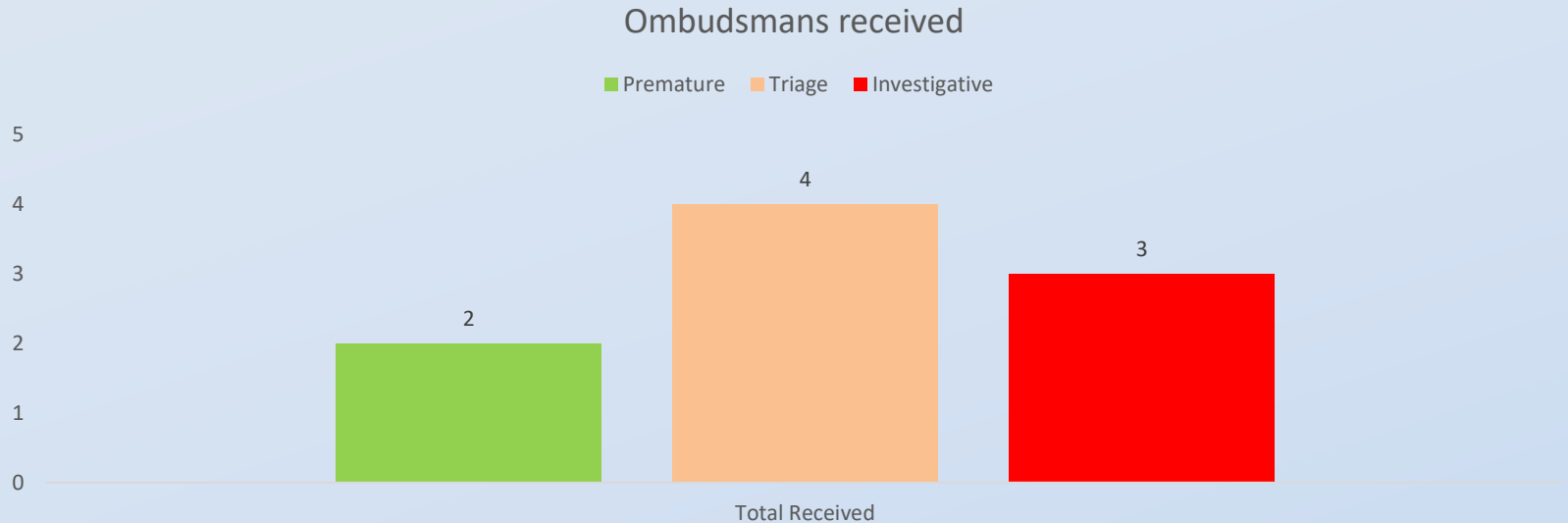


Not Upheld complaints Top 3 Themes

Not Upheld



Ombudsman Complaints - 2024/25



In Q1 2024/25 we received 3 Investigative, 4 Triage and 2 Premature complaints from the Ombudsman's offices as follows:

- **3 Investigative complaints received from the Housing Ombudsman. Out of these 3 complaints, 2 determinations were received in Q1 24/25 and compensation totalling £550 was paid out. £400 (£250 repairs and £150 complaint handling) and £150 (complaint handling). The remaining complaint is awaiting determination.**
- **4 Triage cases where the Housing Ombudsman had requested the complaint information but has yet to confirm whether the case has been formally accepted for investigation.**
- **2 Premature complaints from the Housing Ombudsman for complaints that have not gone through our full complaints process (Stage 1 or Stage 2).**

Compliments Analysis – 2024/25

Compliments by month and Service Area

