Complaint Performance

Year End Q4 24/25 - Summary of performance for all complaints received

St. Leger Homes OF DONCASTER

Number all complaints received

1,354
Stage 1
1,215 in 23/24

152
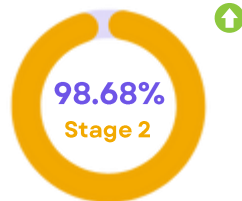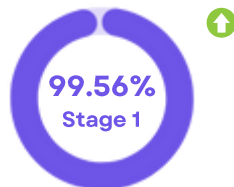**Stage 2**
98 in 23/24

Response times

99.56% Stage 1 ⬆

98.68% Stage 2 ⬆

🎯 **Target 92.3%**
within 10 working days for Stage 1 and within 20 working days for Stage 2

Performance Summary

This is a summary of our performance when handling all complaints received. This includes complaints from tenants, leaseholders and members of the public where appropriate.

Improved/Increased compared to 23/24 ⬆
Worsened/Reduced compared to 23/24 ⬇
Stayed the same compared to 23/24 ⬅

Top 3 Reasons for complaints

🕐 Time Taken to Complete A Repair

⚙ Service Delivery

👥 Staff and Contractor Actions

Housing Ombudsman Determinations

7

Out of the determinations the findings were:

0 Areas of severe maladministration

7 Areas of no maladministration

3 Areas of maladministration

6 Areas of service failure

3 Areas outside the Housing Ombudsman's Office jurisdiction

% Relating to Property Services, Housing and Customer Services and Corporate Services

Complaints about Property services (924) **68.24%**

Housing and Customer services (418) **30.87%**

Corporate Services (12) **0.89%**

Key Learning from Complaints

10

Service Improvements Identified including changes to polices and service delivery

Number of upheld complaints out of all complaints received

Stage 1 ⬆
360/1354
(26.58%)

Tenant Satisfaction with handling of complaints 24/25

(measured April to September 2024)

37% ⬆

Housing Ombudsman Compensation

£1,150

Number of complaints per 1,000 properties.

Stage 1
68 ⬇
🎯 Target <47

Stage 2
7.6 ⬇
🎯 Target <3

A selection of service improvements include:

- Recruiting additional staff in anticipation of changes resulting from Awaab's Law
- Changing our mould wash products
- Improving the repair team's appointment capacity
- Working with our Tenant Scrutiny Panel to review our Damp and Mould Policy
- Implementing an Anti-social behaviour policy and a Vulnerable Persons' Policy