

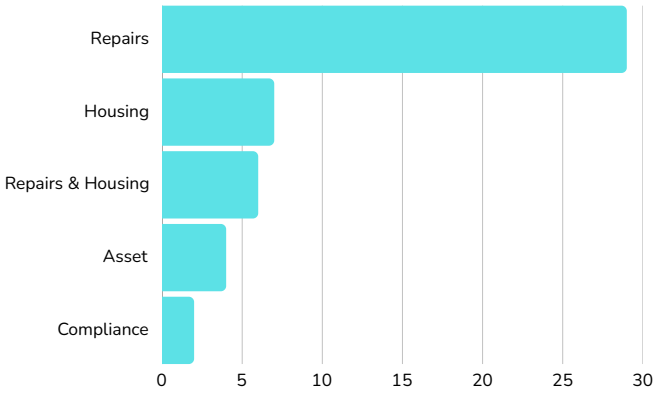
Complaints Dashboard

December 2024

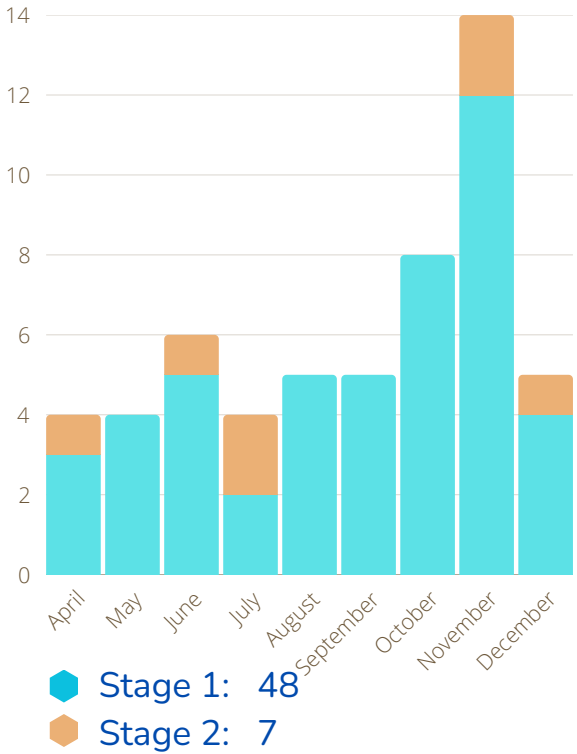
Total complaints received in December : 5

Total complaints 2024/25 to date : 55

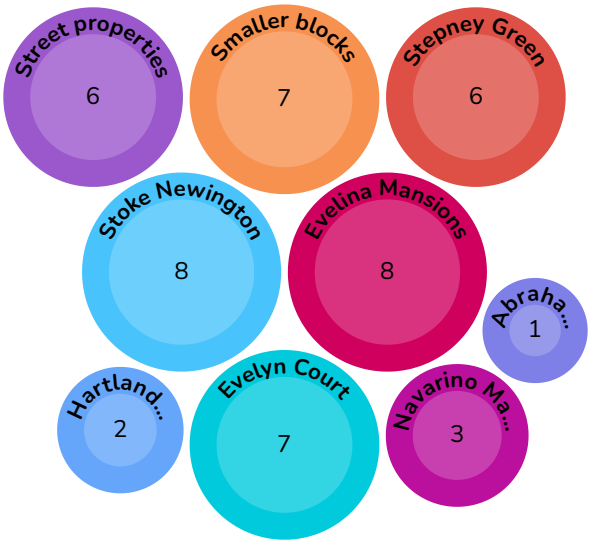
Complaints by reason YTD



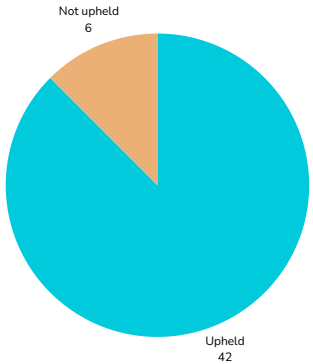
Key themes



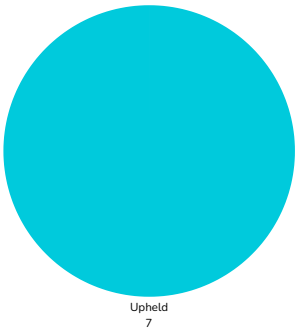
Complaints by location YTD



Stage 1 outcomes*



Stage 2 outcomes*



*numbers may differ from total complaints as not all complaints received in this period will have been responded to in the same period

Stage 1 Complaints by location and service area

	Evelyn Court	Stoke	Navarino Mansions	Hartland	Street	Evelina Mansions	Stepney Green	Smaller blocks
Repairs	4	5	2	1	4	5	4	4
Housing	2	-	-	-	2	-	1	2
Repairs & Housing	1	2	1	1	-	-	-	1
Compliance	-	1	-	-	-	-	-	1
Asset	-	1	1	-	-	2	1	-

Lessons Learnt this month

Issue

- Oakray attended incorrect address for gas service
- Bath replacement like for like. Whilst external bath measurements were the same, internal dimensions were marginally smaller.

Change

- Addressed with Oakray the photo provided as evidence did not match our stock profile and no phone call was made, therefore requested they are more robust when on site in attempting to contact resident as this would have highlighted incorrect address.
- Manage expectation of residents when replacing items as styles and materials may change over time. This could have highlighted the need for exact like for like in this case due to household member vulnerabilities.