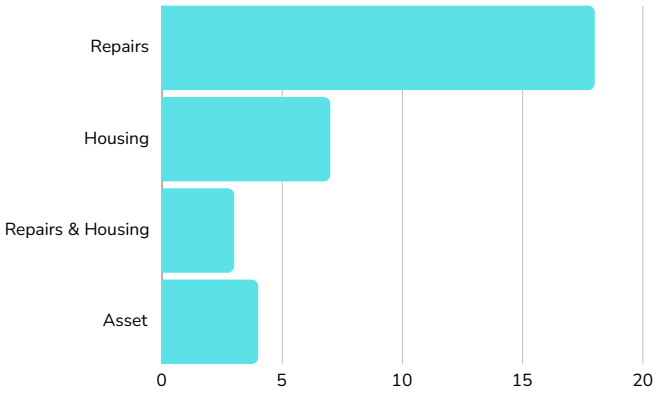


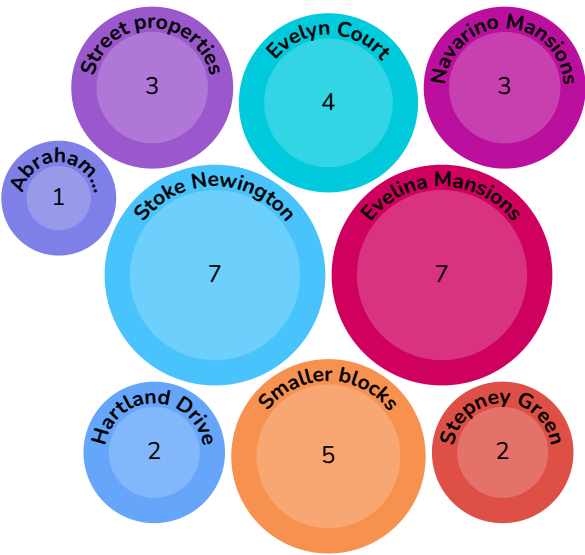
Complaints Dashboard

October 2024

Complaints by reason YTD



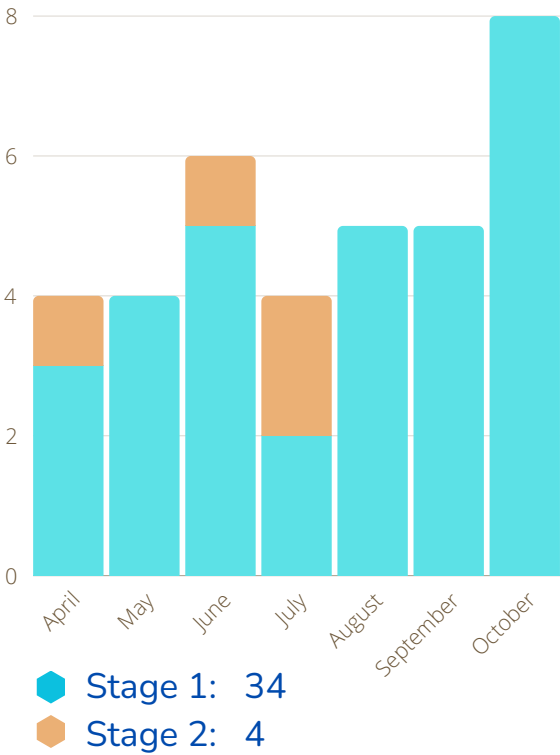
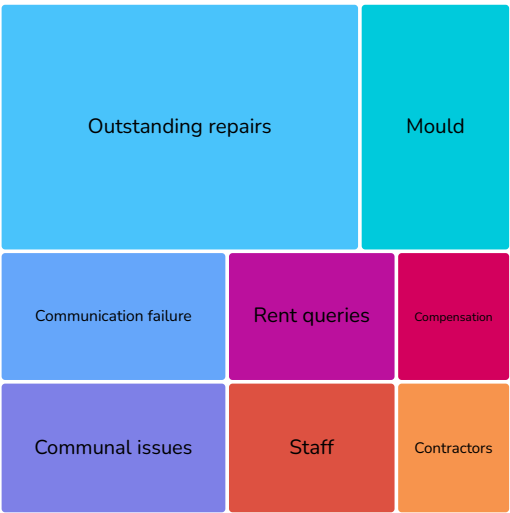
Complaints by location YTD



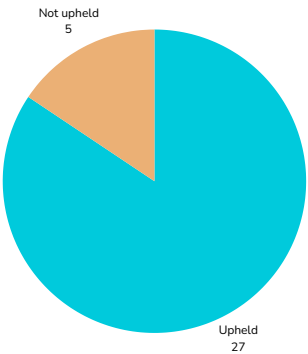
Total complaints received in October : 9

Total complaints 2024/25 to date : 36

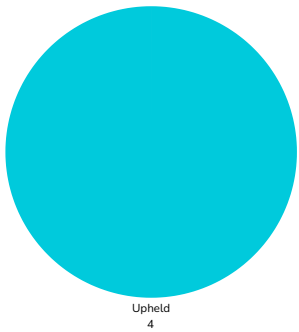
Key themes



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	2	4	1	1	1	5	1	2
Housing	2	-	-	-	2	-	1	2
Repairs & Housing	-	1	1	1	-	-	-	1
Compliance	-	1	-	-	-	-	-	-
Asset	-	-	1	-	-	2	-	-

Lessons Learnt this month

Issue

- Missed opportunities to escalate to stage 2
- Contractor team carried out incorrect process

Change

- Complaint training has taken place for all housing and management staff regarding the complaint handling code and reminders provided regarding responsibilities for everyone to raise and escalate where dissatisfaction is provided.
- Refresher training provided for this team. Confirmation from contractors required to assure their teams are fully trained and equipped prior to attending an IDS property.