

## Summary of Complaints for 2013/14

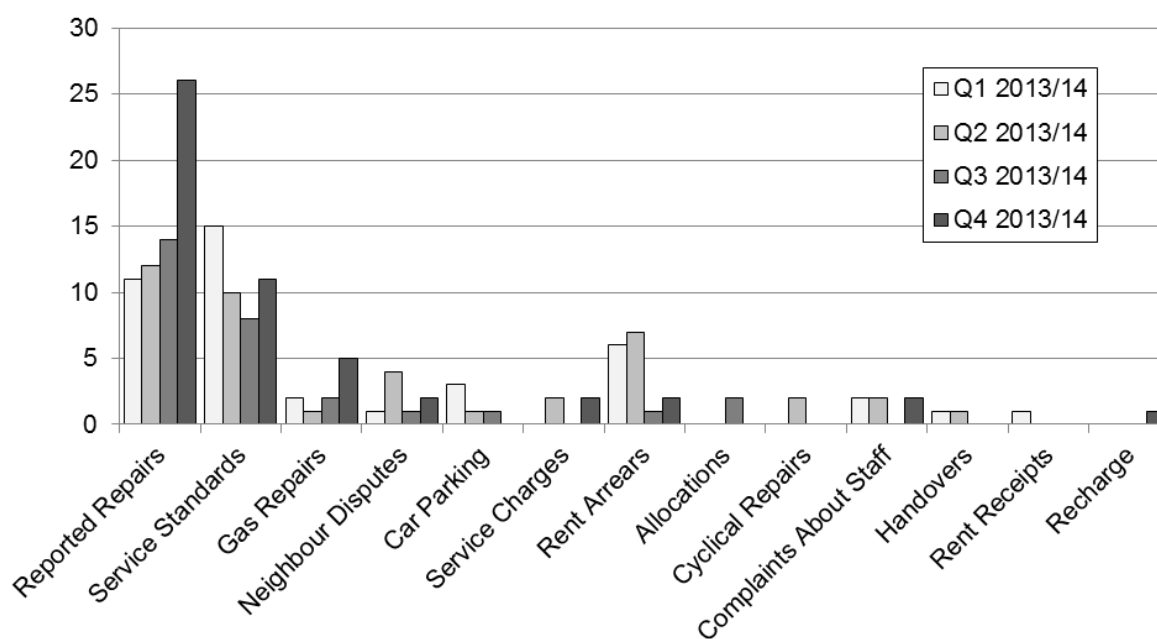
### 1. Number of complaints logged, per Quarter

	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Yearly total 2013/14
<b>Informal</b>	16	27	16	25	<b>84</b>
<b>Stage 1</b>	42	42	29	51	<b>164</b>
<b>Stage 2</b>	2	7	3	3	<b>15</b>
<b>Stage 3</b>	0	0	1	1	<b>2</b>

### 2. Type of complaints logged at Stage 1

Reason	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Total 2013/14
Reported Repairs	11	12	14	26	<b>63</b>
Service Standards	15	10	8	11	<b>44</b>
Gas Repairs	2	1	2	5	<b>10</b>
Neighbour Disputes	1	4	1	2	<b>8</b>
Car Parking	3	1	1	0	<b>5</b>
Service Charges	0	2	0	2	<b>4</b>
Rent Arrears	6	7	1	2	<b>16</b>
Allocations	0	0	2	0	<b>2</b>
Cyclical Repairs	0	2	0	0	<b>2</b>
Complaints About Staff	2	2	0	2	<b>6</b>
Handovers	1	1	0	0	<b>2</b>
Rent Receipts	1	0	0	0	<b>1</b>
Recharge	0	0	0	1	<b>1</b>

### Reasons for new Stage 1 complaints

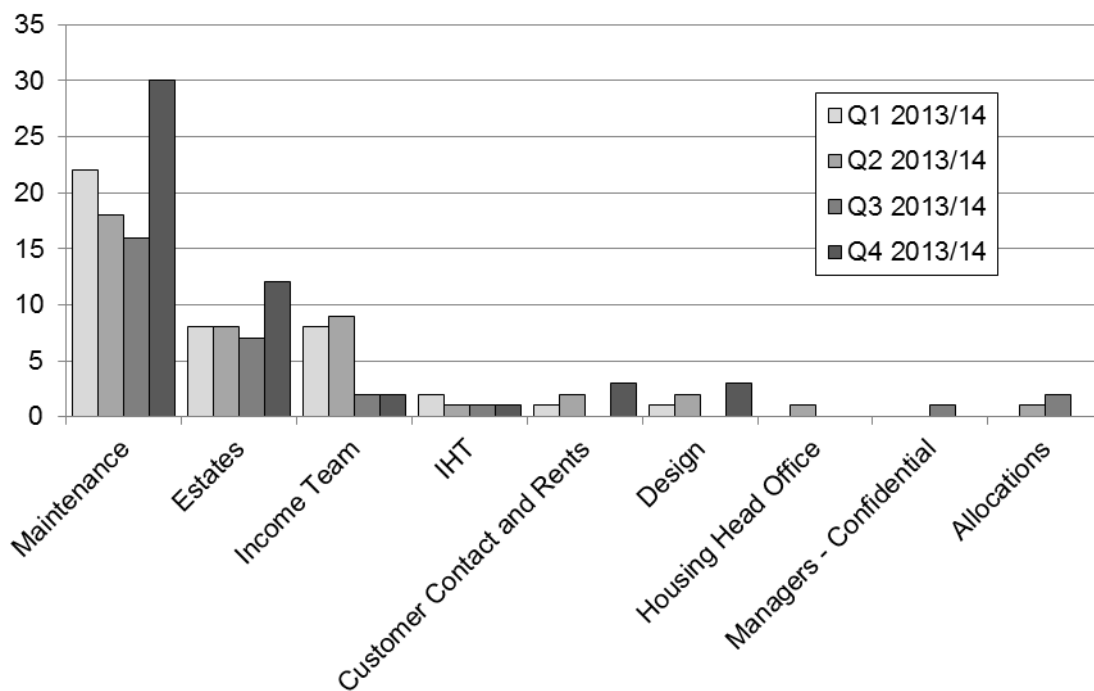


### 3. Complaints by Department

The chart and graph below shows the number of new Stage 1 complaints logged, by Department.

Department	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Total
Maintenance	22	18	16	30	86
Estates	8	8	7	12	35
Income Team	8	9	2	2	21
IHT	2	1	1	1	5
Customer Contact and Rents	1	2	0	3	6
Design	1	2	0	3	6
Housing Head Office	0	1	0	0	1
Managers - Confidential	0	0	1	0	1
Allocations	0	1	2	0	3

**New Stage 1 complaints logged, by Department**



### 2.3 Closed Complaints

The chart below shows the number of complaints closed per Quarter in 2013/14.

	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Total
<b>Stage 1</b>	38	46	22	49	<b>155</b>
<b>Stage 2</b>	3	4	3	5	<b>15</b>
<b>Stage 3</b>	0	0	1	1	<b>2</b>

### 2.5 Outcomes

