

Complaints Report for HCMT
Year End 2023/24 - 1st April 2023 to 31st March 2024)

Part 1: Complaints Received

Totals

	2023/24	%
Stage 0	56	25.3%
Stage 1	165	74.7%
Total	221	100%

Split by Service Area

Service Area	Stage 0	Stage 1	Total	%
Community Partnerships	3	8	11	5.0%
Housing Needs	18	50	68	30.8%
Private Sector Housing (Adaptations)	0	1	1	0.5%
Property Development	0	5	5	2.3%
Property Services	15	39	54	24.4%
Sheltered Housing	0	5	5	2.3%
Tenant Services	20	57	77	34.7%
Total	56	165	221	100%

Split by Theme

Theme	No. Received	%
Anti-Social Behaviour	9	4.1%
Communication	21	9.5%
Delay in Resolving Issue	1	0.5%
Failure to Resolve Issue	24	10.9%

Financial Issue	11	5.0%
General Estate / Maintenance Issue	11	5.0%
Health & Safety Issue	11	5.0%
Lack of Action Taken	5	2.3%
Lack of Support	16	7.2%
Missed Appointment	2	0.9%
Policy Issue	8	3.6%
Quality of Service Provided or Received	59	26.7%
Staff Conduct	20	9.1%
Time Taken to Resolve Issue	23	10.2%
Total	221	100%

Split by Service Area and Theme

Theme	CP	HN	PSH	PD	PS	SH	TS	Total
ASB	3	0	0	0	0	0	6	9
Communication	1	6	0	0	6	1	7	21
Delays	0	0	0	0	1	0	0	1
Failure	0	1	0	1	10	0	12	24
Financial	0	4	0	0	2	0	5	11
Gen Est	0	0	0	2	2	0	7	11
H&S	1	0	0	1	4	0	5	11
Lack of Action	2	2	0	0	0	0	1	5
Lack of Support	0	14	0	0	0	0	2	16
Missed App	0	0	0	0	0	0	2	2
Policy	0	6	0	0	1	0	1	8
Quality	2	25	0	1	13	0	18	59
Staff Conduct	1	7	1	0	1	4	6	20
Time Taken	1	3	0	0	14	0	5	23
Total	11	68	1	5	54	5	77	221

Part 2: Complaints Sent Out

Total

	2023/24	%
Stage 0	65	30.4%
Stage 1	149	69.6%

Total	214	100%
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Split by Service Area

Service Area	Stage 0	Stage 1	Total	%
Community Partnerships	3	6	9	4.2%
Housing Needs	22	40	62	29.0%
Property Development	0	5	5	2.3%
Property Services	17	34	51	23.8%
Sheltered Housing	0	4	4	1.9%
Tenant Services	23	60	83	38.8%
Total	65	149	214	100%

Split by Theme

Theme	No. Received	%
Anti-Social Behaviour	10	4.7%
Communication	20	9.3%
Delay in Resolving Issue	1	0.5%
Failure to Resolve Issue	25	11.7%
Financial Issue	10	4.7%
General Estate / Maintenance Issue	13	6.1%
Health & Safety Issue	11	5.1%
Lack of Action Taken	4	1.9%
Lack of Support	15	7.0%
Missed Appointment	2	0.9%
Policy Issue	8	3.7%
Quality of Service Provided or Received	55	25.7%
Staff Conduct	19	8.9%
Time Taken to Resolve Issue	21	9.8%
Total	214	100%

Split by Service Area and Theme

Theme	CP	HN	PD	PS	SH	TS	Total
ASB	2	0	0	0	0	8	10
Communication	1	7	0	5	0	7	20

Delays	0	0	0	1	0	0	1
Failure	0	0	1	10	0	14	25
Financial	0	3	0	2	0	5	10
Gen Est	0	0	2	3	0	8	13
H&S	1	0	1	4	0	5	11
Lack of Action	2	1	0	0	0	1	4
Lack of Support	0	13	0	0	0	2	15
Missed App	0	0	0	0	0	2	2
Policy	0	7	0	1	0	0	8
Quality	2	21	1	12	0	19	55
Staff Conduct	0	7	0	2	4	6	19
Time Taken	1	3	0	11	0	6	21
Total	9	62	5	51	4	83	214

Split by Outcome

Outcome	Total	%
Upheld	61	28.5%
Partially Upheld	18	8.4%
Not Upheld	108	50.5%
No Outcome	11	5.1%
Multiple Outcomes	16	7.5%
Total	214	100%

Split by Timescale

Timescale	Total	%
In Timescale	150	70.1%
Over Timescale	64	29.9%
Total	214	100%