Paragon Housing Association
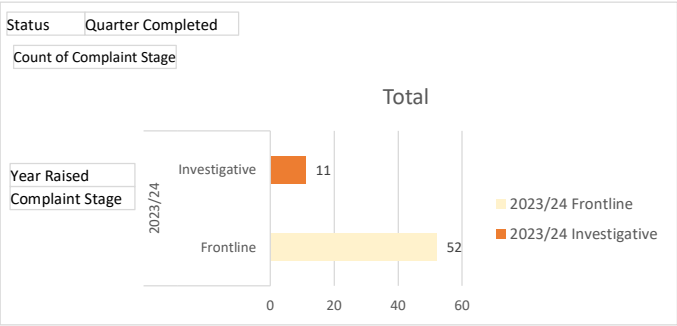# Complaints Dashboard 2023-24
Quarter : 2

SLICERS

Indicator 1 : SPSO Complaints to Date Current Year to Date
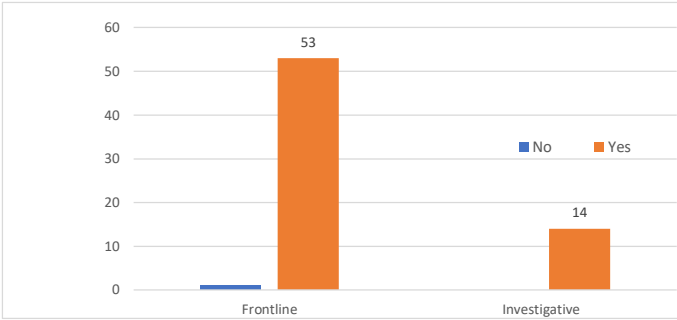
Rasied in Year 2023/24

Status	Completed
Quarter Completed	(Multiple Items)

Row Labels	Count of Complaint Stage
2023/24	**63**
Frontline	52
Investigative	11
Grand Total	**63**

Status	Quarter Completed

Count of Complaint Stage

Total

Year Raised	
Complaint Stage	

- Investigative — 11
- Frontline — 52

2023/24

0   20   40   60

- 2023/24 Frontline
- 2023/24 Investigative

Indicator 1 : Commentary - this report shows the number of complaints received in the current year to date. Typical complaints rates are in the region of 120 - 170 complaints a year . In 2022-23 the total number of complaints were 170 .The Volume of complaints received to date is in line with past performance.
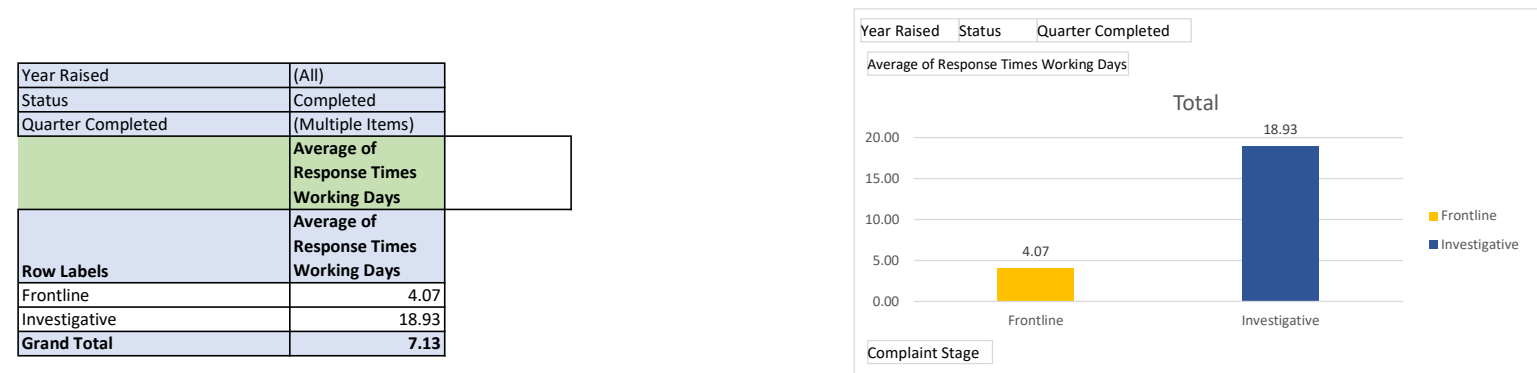
Indicator 2 : SPSO Complaints Closed In Year to Date/Performance to Target Times

Year Raised	(All)		
Status	Completed		
Quarter Completed	(Multiple Items)		
	Target Met		**Total Complaints Closed**
Count of Complaint Stage	Column Labels		
Row Labels	No	Yes	Grand Total
Frontline	1	53	54
Investigative		14	14
Grand Total	**1**	**67**	**68**

Chart:
- Frontline: No = 1, Yes = 53
- Investigative: Yes = 14

Legend: ■ No ■ Yes

Indicator 3 : SPSO Average Response Times To Close

Year Raised	(All)
Status	Completed
Quarter Completed	(Multiple Items)
	Average of Response Times Working Days
Row Labels	**Average of Response Times Working Days**
Frontline	4.07
Investigative	18.93
Grand Total	**7.13**

Year Raised	Status	Quarter Completed

Average of Response Times Working Days

Total

20.00	
15.00	18.93
10.00	
5.00	4.07
0.00	
	Frontline — Investigative

- Frontline
- Investigative

Complaint Stage

Indicator 4: SPSO Outcomes by Complaint Stage
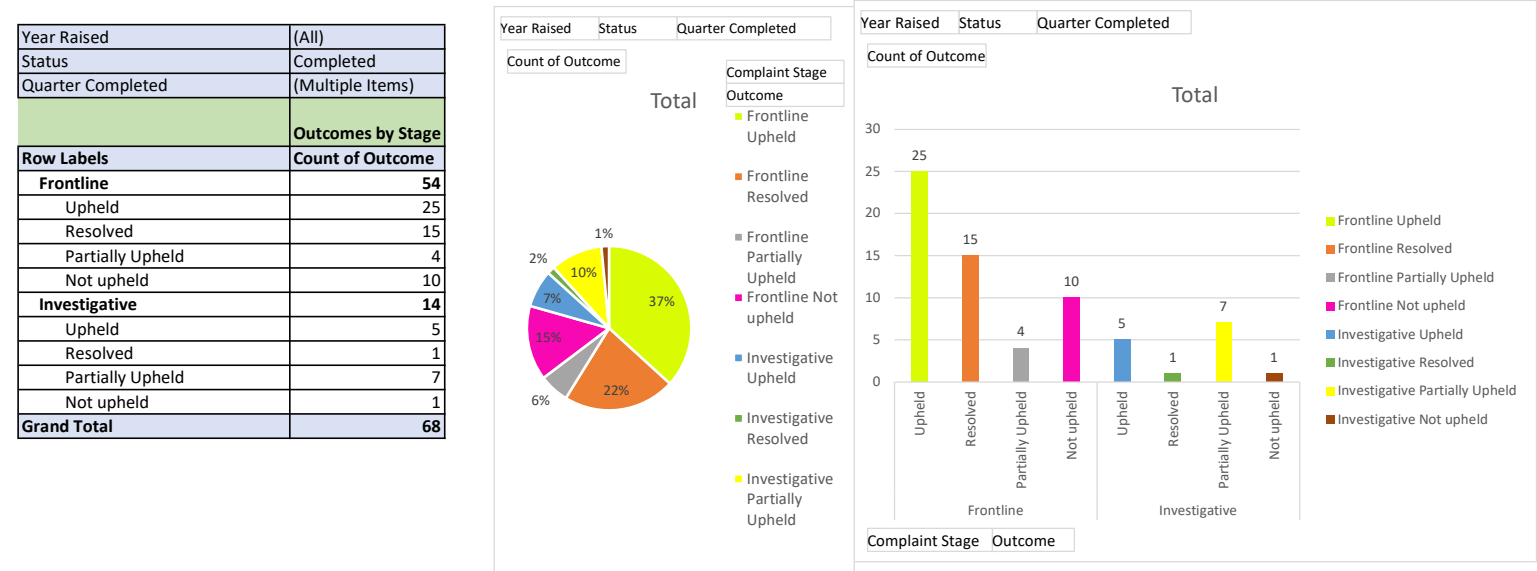
Year Raised	(All)
Status	Completed
Quarter Completed	(Multiple Items)
	Outcomes by Stage
Row Labels	**Count of Outcome**
Frontline	**54**
Upheld	25
Resolved	15
Partially Upheld	4
Not upheld	10
Investigative	**14**
Upheld	5
Resolved	1
Partially Upheld	7
Not upheld	1
Grand Total	**68**

Year Raised	Status	Quarter Completed

Count of Outcome

Complaint Stage
Outcome

Total

- Frontline Upheld
- Frontline Resolved
- Frontline Partially Upheld
- Frontline Not upheld
- Investigative Upheld
- Investigative Resolved
- Investigative Partially Upheld

Year Raised	Status	Quarter Completed

Count of Outcome

Total

- Frontline Upheld
- Frontline Resolved
- Frontline Partially Upheld
- Frontline Not upheld
- Investigative Upheld
- Investigative Resolved
- Investigative Partially Upheld
- Investigative Not upheld

Complaint Stage   Outcome

Indicator 5: ARC Indicator Complaints Completed - from Year Received

Status	Completed
Quarter Completed	(Multiple Items)
	Completed
Row Labels	**Count of Year Raised**
Frontline	**54**
2022/23	2
2023/24	52
Investigative	**14**
2022/23	3
2023/24	11
Grand Total	**68**
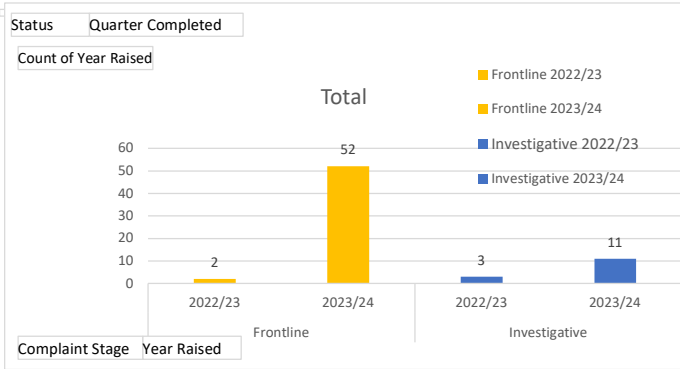
Indicator 5 : Commentary There were 5 complaints received in2022/23 which were responded to into the followinh year. This is around timingof the complaint as these were recived at the end of the financial year. There is no pattern of lenghty unresolved complaints.

Indicator 6: Performance V Target

Status	Completed
Quarter Completed	(Multiple Items)
	Target Met
Row Labels	**Count of Target Met**
Frontline	**54**
No	1
Yes	53
Investigative	**14**
Yes	14
Grand Total	**68**
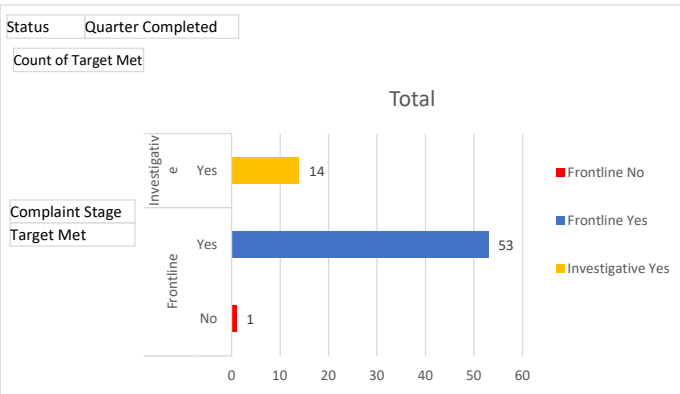
Indicator 6 : Commentary   Good performance with only 1 complaint over the target response time.

Indicator 7 : PHA Average Response Times

Status	Completed
Quarter Completed	(Multiple Items)
	Outcomes by Stage
Row Labels	**Average of Response Times Working Days**
Frontline	**4.07**
No	6.00
Yes	4.04
Investigative	**18.93**
Yes	18.93
Grand Total	**7.13**
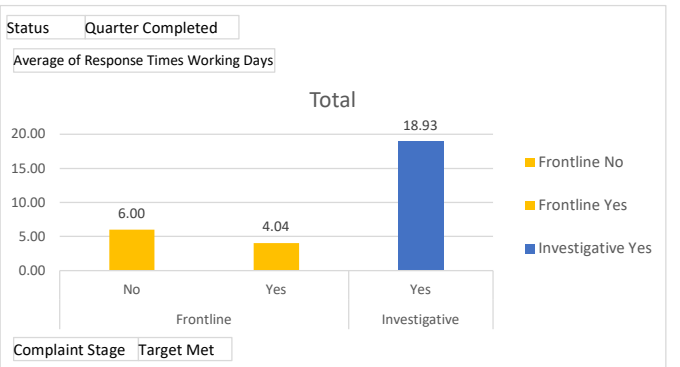
Indicator 7 : Commentary Performance was steady on average response times . There was 1 frontline complaint over 5 working days but it was responded to on day 6.
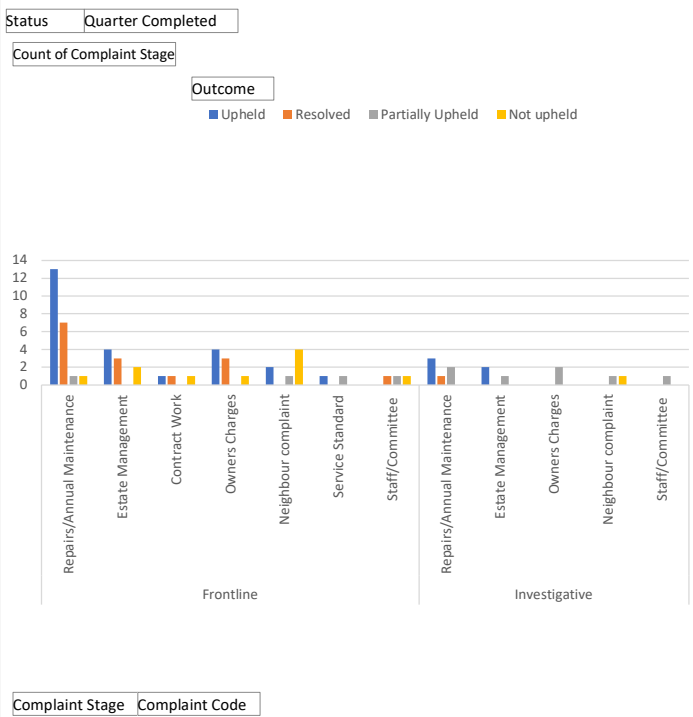
Indicator 8: Analysis By Type

Status	Completed
Quarter Completed	(Multiple Items)
Row Labels	**Count of Complaint Code**
Frontline	**54**
Repairs/Annual Maintenance	22
Estate Management	9
Contract Work	3
Owners Charges	8
Neighbour complaint	7
Staff/Committee	3
Service Standard	2
Investigative	**14**
Repairs/Annual Maintenance	6
Estate Management	3
Owners Charges	2
Neighbour complaint	2
Staff/Committee	1
Grand Total	**68**

Status	Quarter Completed

Count of Complaint Code

Total

Complaint Stage	Complaint Code

- Frontline Repairs/Annual Maintenance
- Frontline Estate Management
- Frontline Contract Work
- Frontline Owners Charges
- Frontline Neighbour complaint
- Frontline Staff/Committee
- Frontline Service Standard
- Investigative Repairs/Annual Maintenance
- Investigative Estate Management
- Investigative Owners Charges
- Investigative Neighbour complaint
- Investigative Staff/Committee

> Indicator 8 : Commentary This indicator looks at the types of complaints received by category . The majority of complaints received are around repairs and maintenance. As a learning point we have established a "repairs surgery" to review more complex repairs on a regular basis eg where materials may require to be ordered, issues with access at height to do works etc.

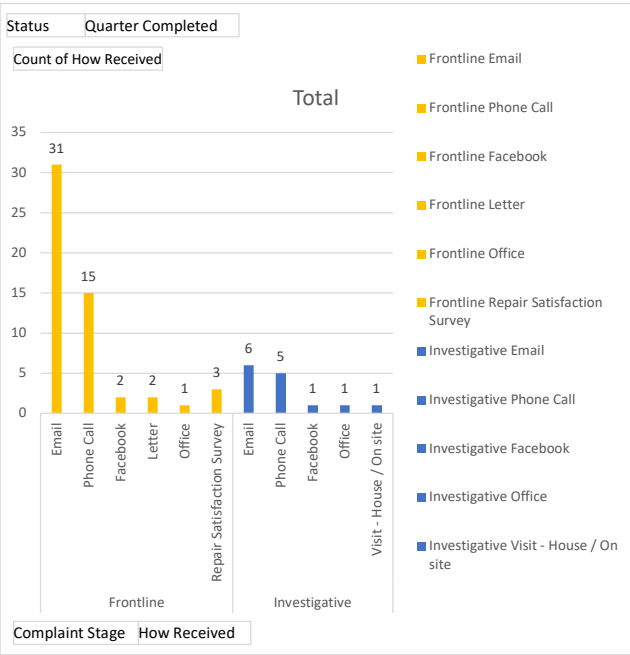## Indicator 9: Analysis By Type/Outcome

Status	Completed				
Quarter Completed	(Multiple Items)				
	Outcomes by Stage				
Count of Complaint Stage	Column Labels				
Row Labels	Upheld	Resolved	Partially Upheld	Not upheld	Grand Total
Frontline	**25**	**15**	**4**	**10**	**54**
Repairs/Annual Maintenance	13	7	1	1	22
Estate Management	4	3		2	9
Contract Work	1	1		1	3
Owners Charges	4	3		1	8
Neighbour complaint	2		1	4	7
Service Standard	1		1		2
Staff/Committee		1	1	1	3
Investigative	**5**	**1**	**7**	**1**	**14**
Repairs/Annual Maintenance	3	1	2		6
Estate Management	2		1		3
Owners Charges			2		2
Neighbour complaint			1	1	2
Staff/Committee			1		1
Grand Total	**30**	**16**	**11**	**11**	**68**

Status	Quarter Completed

Count of Complaint Stage

Outcome
- Upheld
- Resolved
- Partially Upheld
- Not upheld

Complaint Stage	Complaint Code

> Indicator 9: Commentary This indicator looks at the outcomes of complaints regarding different issues by the type of complaint.
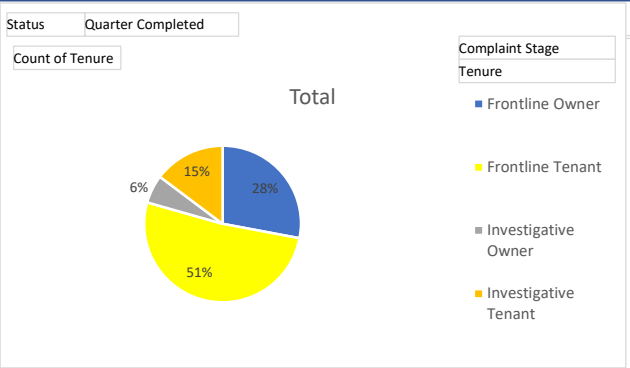
Indicator 10: Analysis by Source

Status	Completed
Quarter Completed	(Multiple Items)
	Outcomes by Stage
Row Labels	Count of How Received
Frontline	**54**
Email	31
Phone Call	15
Facebook	2
Letter	2
Office	1
Repair Satisfaction Survey	3
Investigative	**14**
Email	6
Phone Call	5
Facebook	1
Office	1
Visit - House / On site	1
Grand Total	**68**

Indicator 11: Analysis by Tenure

Status	Completed
Quarter Completed	(Multiple Items)
Row Labels	Count of Tenure
Frontline	**54**
Owner	19
Tenant	35
Investigative	**14**
Owner	4
Tenant	10
Grand Total	**68**

| Status | Completed |
| Quarter Completed | (Multiple Items) |

Row Labels	Count of Outcome
Frontline	**54**
Allocations	**2**
Upheld	2
Estate Management	**8**
Not Upheld	2
Resolved	3
Upheld	3
Neighbour complaint	**10**
Not Upheld	6
Partially Upheld	1
Upheld	3
Rent/Arrears	**4**
Not Upheld	1
Upheld	3
Repairs/Annual Maintenance	**28**
Not Upheld	2
Partially Upheld	5
Resolved	7
Upheld	14
Service Standard	**2**
Resolved	1
Upheld	1
Investigative	**14**
Contract Work	**1**
Upheld	1
Estate Management	**3**
Not Upheld	1
Partially Upheld	1
Resolved	1
Neighbour complaint	**3**
Not Upheld	1
Partially Upheld	2
Owners Charges	**1**
Not Upheld	1
Repairs/Annual Maintenance	**6**
Partially Upheld	2
Upheld	4
Grand Total	**68**