

# Complaints Analysis

Reporting period:

Q4: January 2024 – March 2024



**LANGSTANE**

HOUSING ASSOCIATION LTD

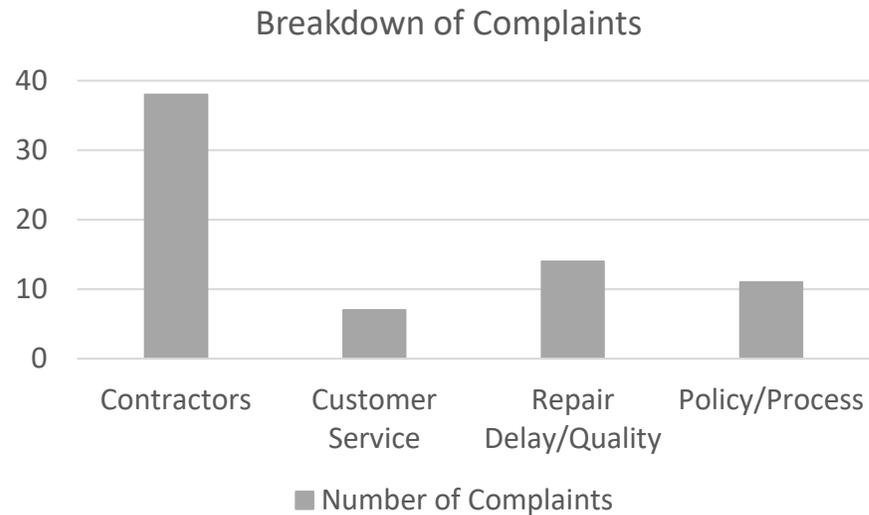
YOUR HOME MATTERS

# Q4 Complaints Report

## Total Stage 1 Complaints - 70

- 30 Housing Complaints
- 40 Property Complaints

73% of complaints were either upheld or partially upheld.



The average time to respond to a complaint was **6 days**.

## Total Stage 2 Complaints – 5

- 2 Housing Complaints
- 2 Property Complaints
- 1 Complaint which was against both

All these complaints were upheld or partially upheld.

The average time to respond to a Stage 2 Complaint was **17 days**.

## Themes

- Complaints could have been avoided by more contact.
- Lack of learning outcomes.
- Lack of note keeping in complaint/system requires to be used better.
- Email preferred method of contact for responding to complaints.
- Further complaints training required across the organisation on:
  - Handling difficult conversations.
  - Complaint handling.

## Next Steps

- Quarterly operational complaint review meetings will take place to identify trends and actions.
- Complaints training to be undertaken with all teams to cover:
  - Complaints process
  - Handling Difficult Conversations
- Teams to be reminded to use system and capture learning outcomes.

# Q4 Compliments Report

*Tenant is very happy with rent increase, feels it is a very fair amount.*

*Mrs M would like to thank the reception team for all their help and compassion when she has visited the office. She is very impressed with the level of customer service received and with LHA in general.*

*Applicant viewed today, and said the staff member was lovely and very helpful*

*"...I appreciate all your help. It's been amazing for years now. So I won't let you down I promise that's it's sorted now. Thank you, so much. Having some money means we can go to Asda get food in and not be worried all week. Speak soon..."*

Tenant has been so happy with the service he has received from LHA  
Especially happy with the Housing, Customer Service and Tenancy Welfare teams  
He feels that LHA always has his back and that he can rely on us to look after him and his interests.

*Mrs M wanted me to pass on her sincere thanks to all of you on reception, for all the help you've given her and her husband when she's visited the office. She was quite distraught the last time she was in as they had just had some bad news, but she felt she was treated with kindness and is very appreciative.*

*Tenant happy with No Dog Zone, being established in scheme.*

*"We would like to thank Langstane for everything, you have been great landlords and we will miss our flat here."*

*"I would like to thank you for the good work I received into this matter fixed in my bathroom.*

*That's great. Thanks for the good and professional hand work. I really much appreciated it."*