

Complaints Report 2022-2023



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

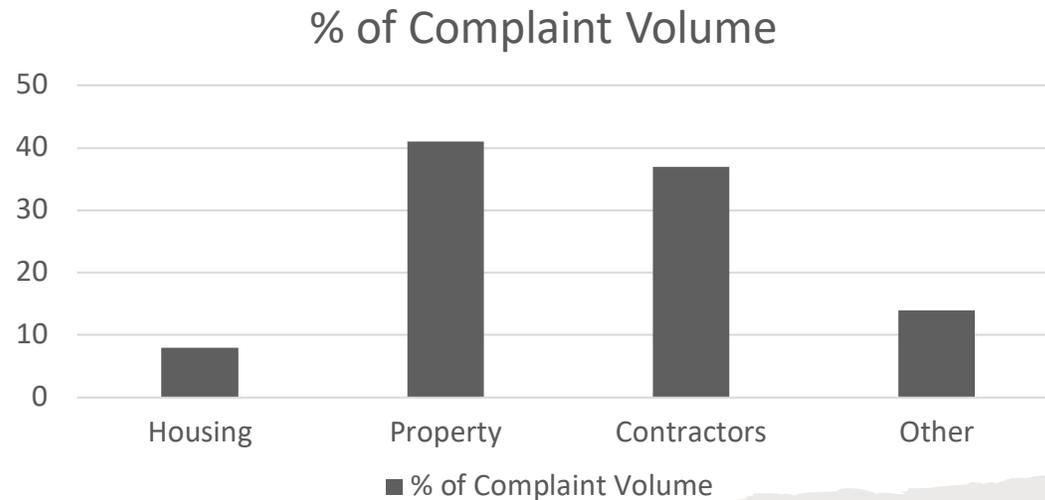
Stage 1 Complaints

A complaint is logged every time a customer expresses dissatisfaction about something that should have happened that has not happened or complains about the quality of our services.

Our target is to respond to Stage 1 Complaints as quickly as possible but within 5 working days.

In 2022-2023 we received 331 Stage 1 complaints; this is an increase of 65 complaints from 2021-2022.

We managed to respond to our Stage 1 complaints in an average of 4.7 days which is within target.



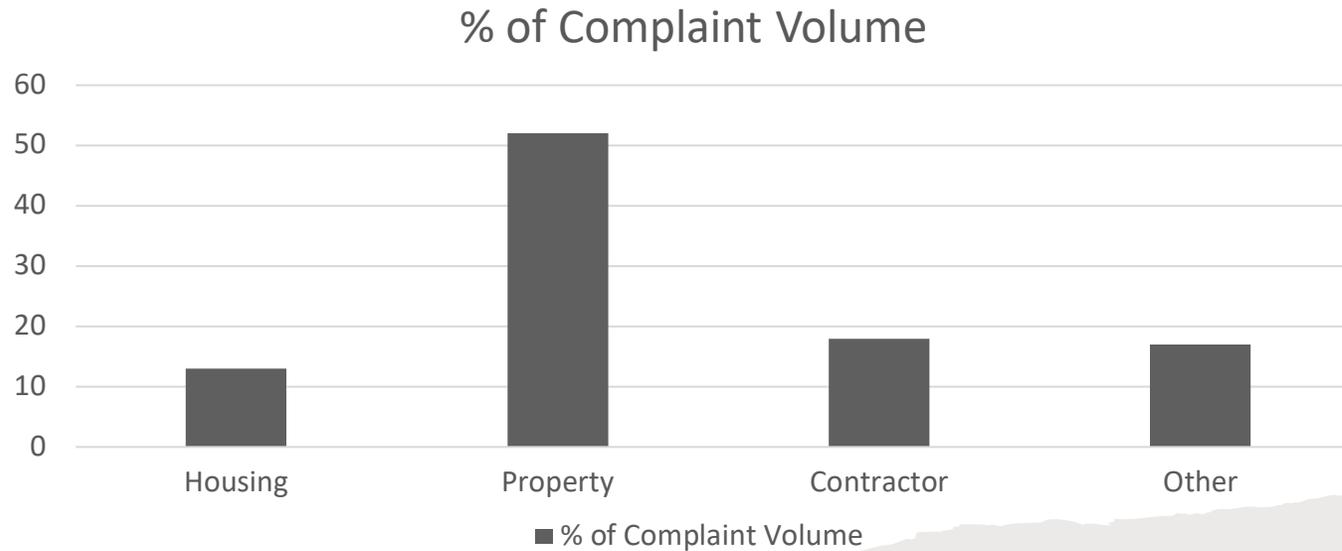
Stage 2 Complaints

Stage 2 complaints are logged when:

- The customer is not satisfied with the response at Stage 1
- The complaint is complex, and will take longer than 5 working days
- The matter is serious, for example involving a threat to customer safety, or criminal behavior,

Stage two responses represent the full and final answer from the Association.

In 2022-2023 we received 40 Stage 2 Complaints; this is up 16 from year 2021-2022.



Complaints Analysis

- We analyse our complaints on a quarterly basis to try and identify any trends and service improvements.
- Complaints are a great way for us to see what isn't working in terms of our processes and procedures.
- Any complaints against our contractors are discussed with them at quarterly performance meetings.