

Snapshot of our Annual Complaints Performance 2023/24

Customer feedback gives us important information about how our customers view our services. It helps us see where we're doing well and where we can improve.

Here is a summary of our annual performance and service improvement.

You can give us feedback through the new portal, email, in person, telephone, letter.

TEL: 01512073406

Email : Contact@Eldonians.org

Scan the QR code to read our complaints policy



Number of complaints received

In 2023-24 we received 16 complaints 7 which were formal and 9 informal complaints, of which none were escalated to Stage 2 review.

No complaints were refused during this period:

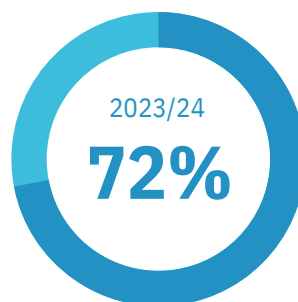


We resolved **100%** of the complaints at **Stage 1**, showing that our investigations were fair and thorough.

Complaints Performance



Stage 1 acknowledgements within 5 working days

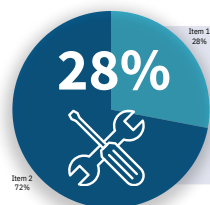


Stage 1 responses within Code compliant timescales

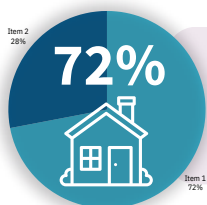


Complaints resolved at Stage 1

Complaints by Team



The **repairs teams** received the second most complaints



The **housing teams** received the highest number of complaints

Complaints by Theme

The top three themes for complaints in 2023/24 are:



Housing Ombudsman Service

We received no complaints that needed Housing Ombudsman Intervention in 2023/24, The new Annual self assessment was completed and published on the ECBHA website in April 2024

The Housing Ombudsman Service is a fair and impartial service which was set up by law to look at complaints about housing organisations that are registered with us. Our service is free of charge to all residents in social housing. The Housing Ombudsman Scheme (the Scheme) sets out what we can and cannot consider within our role, how we look at complaints and when a resident or landlord can request a review of a decision we have made. Visit <https://www.housing-ombudsman.org.uk/residents/when-to-get-help-from-the-housingombudsman> for more information

The ECBHA Board approved a new complaints policy in April 2024

Learning from Complaints

In 2023 /2024 we placed an even greater focus on learning from feedback and complaints to make sure we are listening to the customer voice and making the necessary improvements to our services. We acknowledge we don't get it right all the time, but we are committed to learning and providing a positive culture to learning and sharing from our complaints. We continue to share complaints and hold regular department meeting to focus on this.

Compliments

In 2023/2024, we received a total of **12** compliments.

