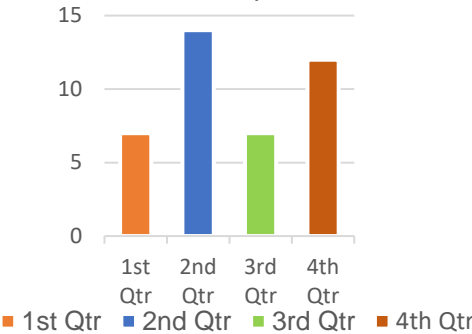


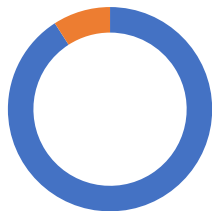


Total number of complaints received each quarter



ARC complaints 2023.24 Total – 33
Stage 1 Complaints received 10
Stage 2 Complaints received 2

Total number of complaints responded to within timescale



Stage 1 Stage 2

Stage 1 responded to within SPSO timescale 10
Stage 2 responded to within SPSO timescale 1

One Stage 2 complaint was over the timescale by 2 days due to staff delays.

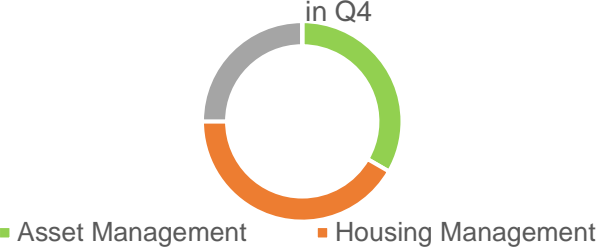
Total Number of complaints upheld



Upheld Not Upheld
Partially Upheld Resolved

Upheld (0 out of 12)
Not Upheld (5 out of 12)
Partially Upheld (2 out of 12)
Resolved (5 out of 12)

Department complaints were directed to in Q4



Asset Management Housing Management
Housing Maintenance Multiple
Development

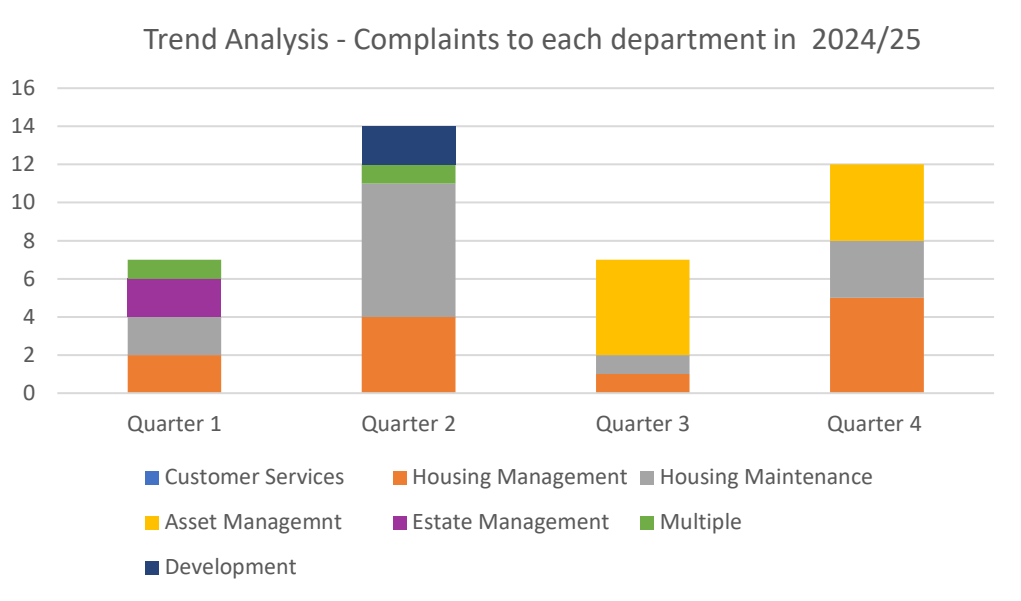
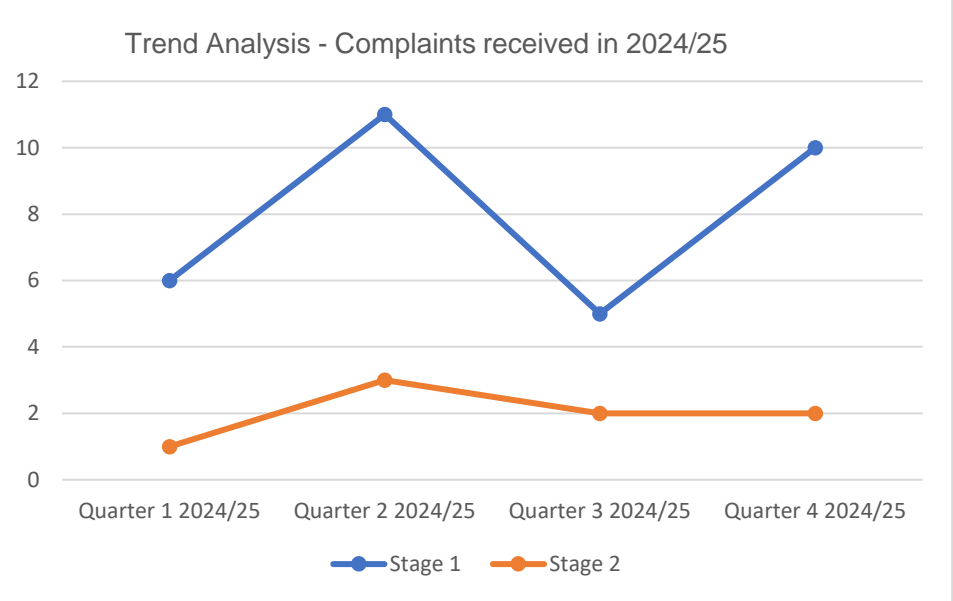
Housing Management (5 out of 12)
Housing Maintenance (3 out of 12)
Asset Management (4 out of 12)

Subcategory of complaints dealt with in Q4



Repairs - Response Time
Planned Maintenance
General
Multiple
Level of Communication
Repairs Standard of Service
Fly Tipping
Level of Charges

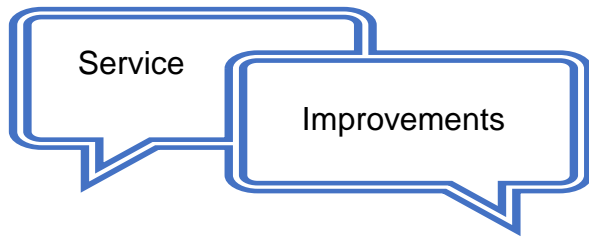
General (1 out of 12)
Repairs Response Time (1 out of 12)
Planned Maintenance (1 out of 12)
Multiple (2 out of 12)
Level of Communication (1 out of 12)
Repairs Standard of Service (4 out of 12)
Fly Tipping (1 out of 12)
Level of charges (1 out of 12)



The average number of days taken to resolve Stage 1 complaints was 3.2 days.



The average number of days taken to resolve Stage 2 complaints was 19 days.



- There were no service improvements reported in Quarter 4.



Compliments

- There were no compliments reported in Quarter 4.