

Snapshot of our Annual Complaints Performance and Service Improvement Report 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 report.

Scan the QR code to read our full report to find out more



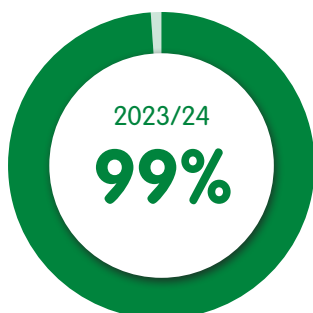
Number of complaints received

In 2023-24 we received 319 formal complaints, of which 55 were escalated to Stage 2 review. No complaints were refused during this period:

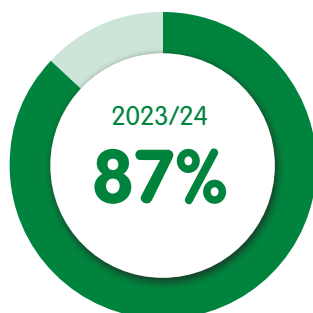


We resolved **83%** of the complaints at **Stage 1**, showing that our investigations were fair and thorough.

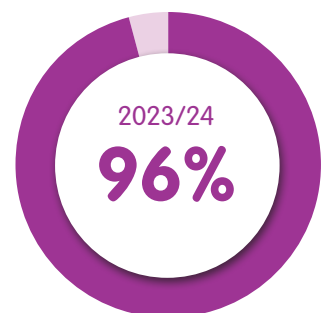
Complaints Performance



Stage 1
acknowledgements within
5 working days



Stage 1
responses within Code
compliant timescales



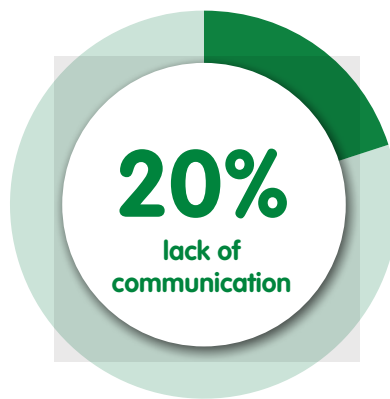
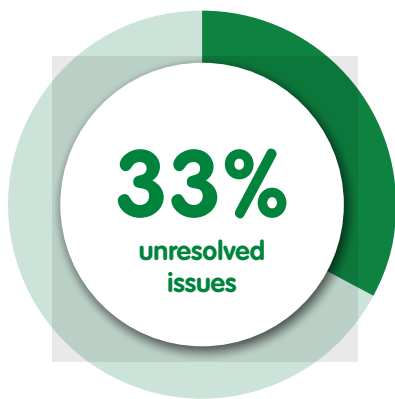
Stage 2
responses within 20
working days

Complaints by Team



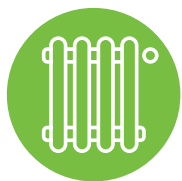
Complaints by Theme

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



Housing Ombudsman Service

We received three Housing Ombudsman determinations in 2023/24 which contained five findings of maladministration. The maladministration determinations related to:



Failure to find a lasting solution to a heating issue.



Outstanding repair works after completion of a mutual exchange.



Call handling when speaking to a vulnerable customer.



Complaints investigation response.



The overall handling of a mutual exchange.

Within the determinations, Salix Homes received **12** orders and complied with **100%** of these.

Compliments

In 2023/2024, we received a total of **288** compliments.