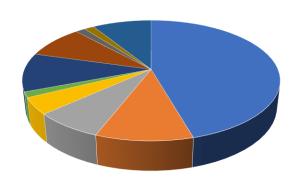
Annual satisfaction figures 2022/2023

		Figures		Upheld			Average response time			
	2022/23	2021/22	Change	2022/23	2021/22	Change	2022/23	2021/22	Change	
Frontline (stage 1) complaints	179	144	1	68%	66%	1	2.85 days	1.7 days	1	
Investigation (stage 2) complaints	13	14	•	62%	43%	1	13.23 days	11.07 days	1	
Compliments	19	25	-	n/a	n/a		n/a			



- Repairs (87)
- Heating/hot water (17)
- Property condition (17)
- ASB handling (6)
- Charges (2)
- Staff behaviour (9)
- Policy/procedure (17)
- Poor service/comms (excl repairs/gas) (19)
- Estate management (3)
- Overall performance (1)
- Other contractor (14)

	2022									2023					
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total	2020/21	Change
Novus	4	8	11	7	13	4	4	11	3	12	5	5	87	54	1
Saltire	0	0	1	2	1	1	4	3	1	2	1	1	17	13	1
Other	0	0	0	4	1	1	2	1	0	3	2	0	14	13	1
Melville	5	11	9	2	6	5	7	4	8	7	5	5	74	77	+
Total	9	19	21	15	21	11	17	19	12	24	13	11	192	158	1

For more information on our complaints figures or to find out how we handle complaints, please get in touch by email to dhughes@melville.org.uk.