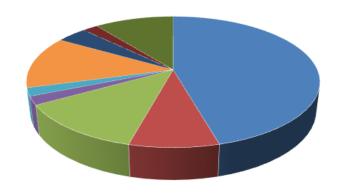
Q4 Satisfaction Figures – January to March 2023

The summary of satisfaction levels for Q4 shows a slight fall in the number of complaints. After a spike in January, the number of complaints stabilised for the remainder of the period. Improvement is still needed in meeting stage 1 complaints within timescale.

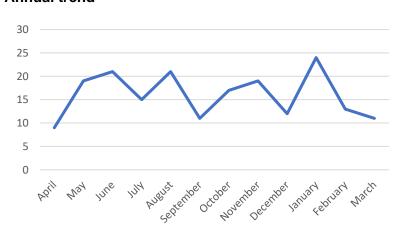
		Figures			Upheld		Timescale met			
	Q4	2021/22	Change	Q4	2021/22	Change	Q4	2021/22	Change	
Frontline (stage 1) complaints	43	48	•	60%	72%	-	91%	98%	+	
Investigation (stage 2) complaints	5	4	1	80%	75%	1	100%	75%	1	
Compliments	6	9	+	n/a	n/a		n/a			

Breakdown of Q4 complaints



- Repairs (22)
- Heating/hot water (4)
- · Property condition (6)
- ASB handling (1)
- Staff behaviour (1)
- Policy/procedure (6)
- Poor service/comms (excl repairs/gas) (2)
- Overall performance (1)
- Other contractor (5)

Annual trend



	2022									2023					
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total	2021/22	Change
Novus	4	8	11	7	13	4	5	11	3	12	5	5	66	54	1
Saltire	0	0	1	2	1	1	4	3	1	2	1	1	13	13	1
Other	0	0	0	4	1	1	2	1	0	3	2	0	9	13	+
Melville	5	11	9	2	6	5	7	4	8	7	5	5	57	77	1
Total	9	19	21	15	21	11	18	19	12	24	13	11	192	157	1
2021/22	7	11	4	18	12	15	21	5	11	14	22	17	(157)	157	