

Winchester

City Council

Q3 2022/23 Stage 1 Compliments and Complaints

Compliments

5 Compliments received in the following service

- 3 Property Services
- 1 Tenancy Sustainment/Property Services
- 2 Ukraine Team

Our customers said:

We just wanted to thank you for running the 2 host events this week, they were really interesting and provided lots of very useful information. Thank you too for giving up your evenings this week, it was much appreciated.



I would like to congratulate the WCC for their amazing effort and support in helping the Ukrainian refugees to settle in Winchester.



Big thank you to property services, Tenancy Sustainment and the contractor for sorting out this terrible problem so quickly.



I would like to offer my appreciation and recognise the excellent customer service from Janet with regards to one of our vulnerable tenants. Janet has been patient, empathic and considerate to a fragile situation and has offered a vital intervention, by referring into our department for support.



And lovely compliments for our contractors

I had a call from a tenant to say thank you to the engineer that attended this morning. He was really happy with the work that Joey did.



-Tenant phone in to say that is he is very happy with Mark Maitland's work yesterday. He was quick and made next to no mess.

Resident said she usually really hates having workman in her home but was very impressed with Ryan.



Complaints

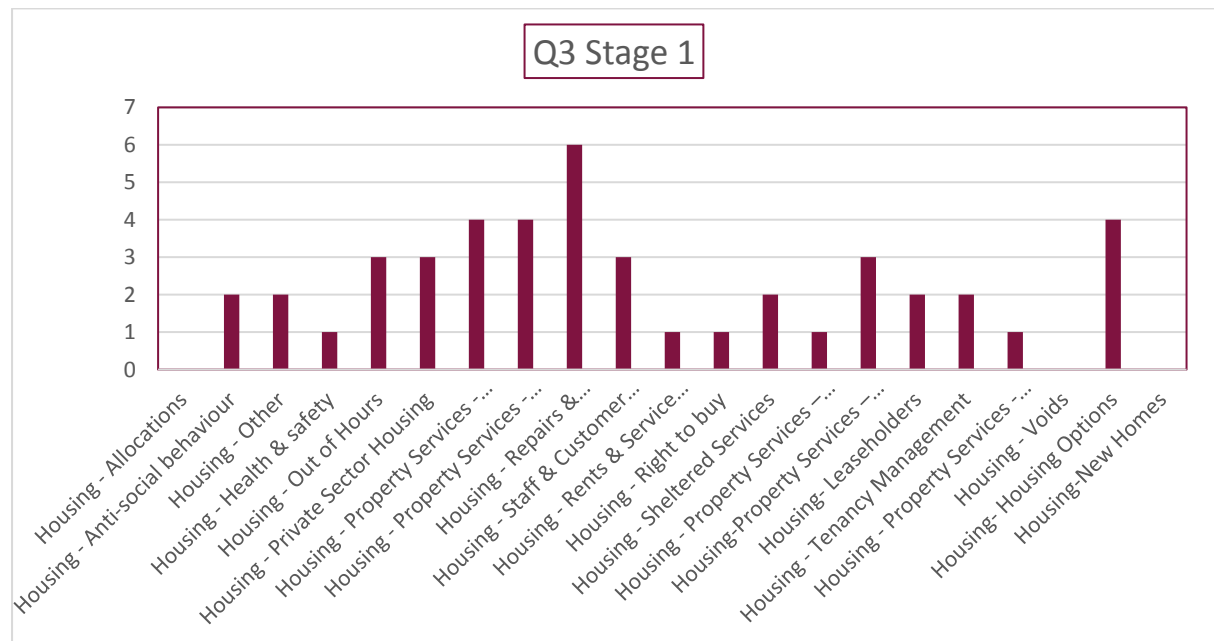
Stage 1 complaint received 45

Responded within 10 Days - 31 69%

Outcomes of complaints

12 Upheld
15 Not upheld
14 Partially upheld
4 Withdrawn

Type of complaints received



Reason why late to respond (acknowledgements sent)




- Staff on leave who need to make the decision
- Complex case
- Delay in the CX office
- Assigned to the incorrect officer
- Staff illness, unable to visit
- With Legal



Further detail to the generic codes

- **Housing – Other** - Complaint Appeal - Failure to make reasonable adjustment. Tenancy/Property Services - Broken tiles & charges –
- **Housing - Repairs & Maintenance General** – ceiling leak - Solar Panels - DFG - Rotten porch and fascia - asbestos
- **Housing - Property Services – Service failure** - Not meeting deadlines, poor communication, Delay in raising job, Lack of communication
- **Housing - Tenancy Management** - Fence & Overgrown garden next door -

Comparison to Q 1 Stage 1:

	2022/23 Q1	2022/23 Q2	2022/23 Q3	
Complaints received	28	52	45	
Responded by	19 69%	41.....79%	31 69%	
Property Services	13	25	19	

Stage 2

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7 x Property Services

1 x Staff & Customer Services

1 x Sheltered Housing

1 x Leaseholder

1 x Home ownership

MP Enquires

MP 7

Housing Ombudsman

2

