

**Winchester**  
City Council

# Housing Complaints Performance 2023/24



**Stage 1 complaints received 172**

Responded to within 10 days 114 – 66%

Escalated to Stage 2 21

Responded to within 10 days 11 – 52%

62 MP Enquires

7 Housing Ombudsman

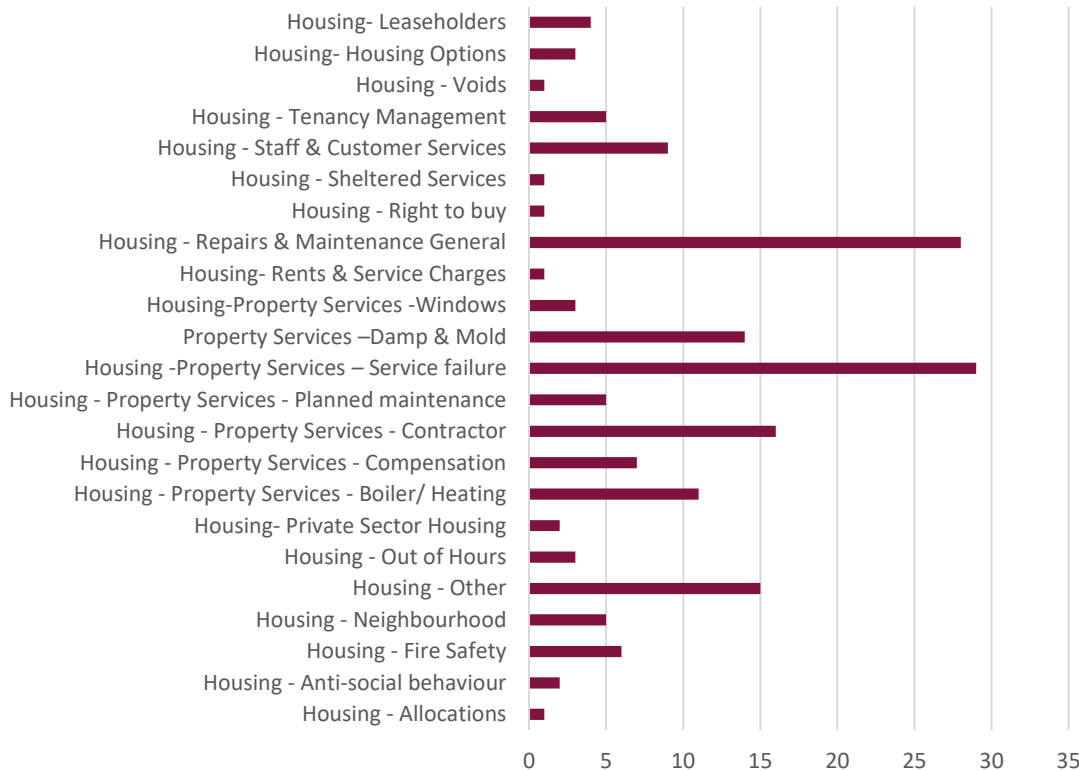
107 Upheld

20 Not upheld

32 Partially upheld

15 Withdrawn

**Type of Complaint**



**Complaint outcome**

Apology	31
Compensation	12
Explanation given	48
Opened in error	12
Review of Policy/Procedure/Process	2
Works done/Remedial action	65
Withdrawn	2

**Withdrawn reason**

Complaint delt with at a local resolution	2
Stage 1 opened in error, should of re opened as a stage 2	4
Duplicate complaint opened	9

**36 Compliments**

Property Services	15
Tenancy Sustainment	3
Housing Options	5
Sheltered	1
Tenancy Management	6
Ukraine Team	6

