

Summary of Complaints on Satisfaction with Services Provided

**Quarter 1 (01/04/18 – 30/06/18), Quarter 2 (01/07/18 – 30/09/18),
Quarter 3 (01/10/18 – 31/12/18) and Quarter 4 (01/01/19 – 31/03/19)**

If you need this publication in larger print, audio form, Braille, or in another language,
please contact our office and we will try to help you.



Complaints Breakdown by Department and Service	Service	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Development	Capital Investment	3	6	7	8
	Kingdom Works	0	0	1	0
	Care and Repair	0	0	0	0
Total		3	6	8	8
Housing & Asset Management	Customer Services	4	2	0	3
	Customer Accounts	0	1	0	1
	Housing Management	6	3	6	7
	Estate Management	43	35	13	12
	Repairs	26	36	42	27
	Property Services	30	16	21	38
Total		109	93	82	88
Corporate Support Services	Corporate Resources	0	0	1	0
	Finance	0	0	0	0
	Digital	0	0	0	0
Total		0	0	1	0
Chief Executive Department	Human Resources	0	0	0	0
	Health & Safety	0	0	0	0
Support and Care CIC		2	1	3	0
		0	1	3	0
Overall Number of Complaints		114	100	94	96

	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Complaint Resolution Stages	Resolved in Time	Resolved Out of Time	Resolved in Time	Resolved Out of Time	Resolved in Time	Resolved Out of Time	Resolved in Time	Resolved Out of Time
Stage 1 Complaints (Frontline Resolution)	106	1	97	0	87	0	93	0
Stage 1 Complaint (Extension to Timescale)	0	0	0	0	0	0	0	0
Stage 2 Complaints (Investigation)	7	0	3	0	7	0	3	0
Total	113	1	100	0	94	0	96	0

Information based on the number of complaints reported to our Board of Management each quarter, due to timings and year end consolidation this might slightly vary from our ARC return numbers.