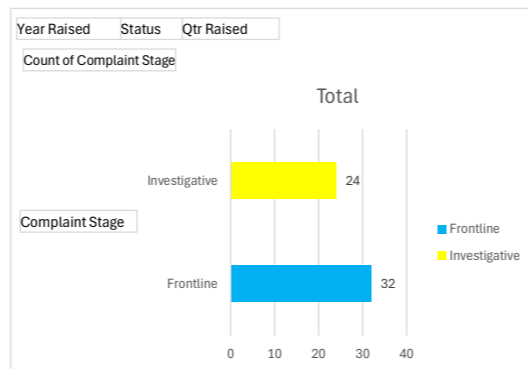


Paragon Housing Association Complaints Dashboard 2024-25 Quarter : 1

Indicator 1 : SPSO Complaints to Date Current Year to Date

Year Raised	2024/25
Status	(All)
Qtr Raised	1st Qtr

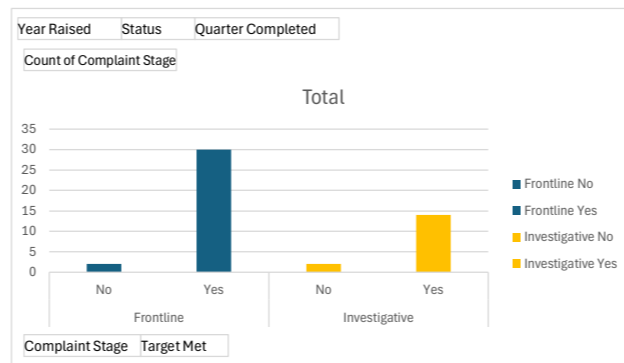
Row Labels	Count of Complaint Stage
Frontline	32
Investigative	24
Grand Total	56



Indicator 1 : Commentary - this report shows the number of complaints received in the current year to date. Typical complaints rates are in the region of 120 - 170 complaints a year . Volume of complaints received to date is higher than past performance in Quarter 1. In 2023-24 we received 160 complaints. You can find our Annual Complaints Report on our web site [PHA_Annual_Complaints_Report_2023_24_2024_07_21_16_58_35.pdf \(paragonha.org.uk\)](#)

Indicator 2 : SPSO Complaints Closed In Year to Date/Performance to Target Times

Year Raised	(Multiple Items)	Total Complaints Closed on Target	% closed on target
Status	Completed		
Quarter Completed	1st Qtr		
Row Labels	Count of Complaint Stage		
Frontline	32		
No	2		
Yes	30	30	93.8%
Investigative	16		
No	2	14	87.5%
Yes	14		
Grand Total	48		

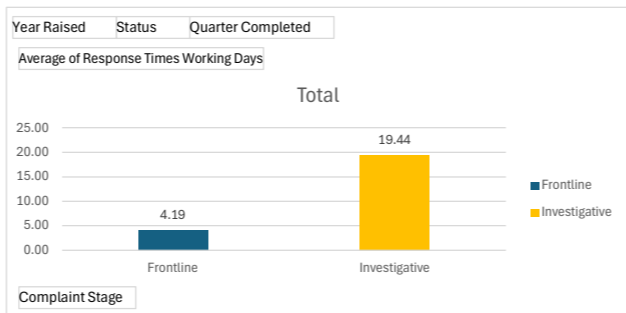


Indicator 2 : Commentary - this report shows the number of complaints , including carry forward from previous year , completed in target response times. This performance is lower than previous period.

Indicator 3 : SPSO Average Response Times To Close

Year Raised	(Multiple Items)
Status	Completed
Quarter Completed	1st Qtr

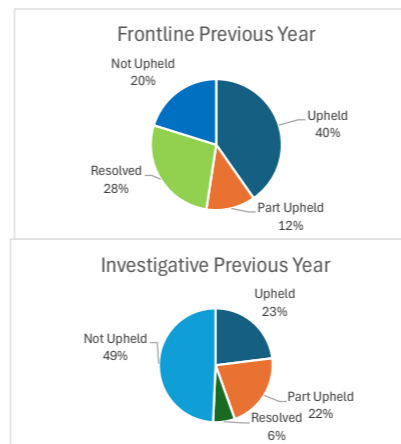
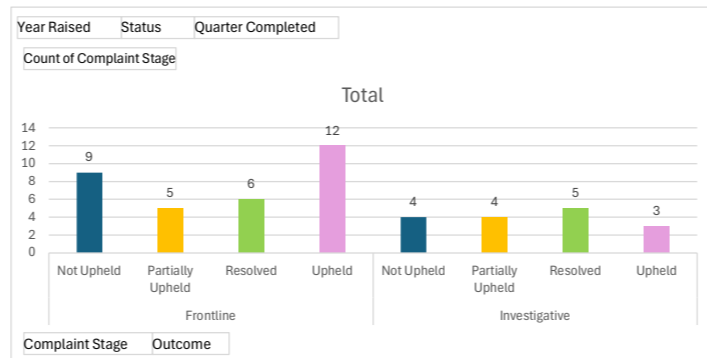
Row Labels	Average of Response Times Working Days
Frontline	4.19
Investigative	19.44
Grand Total	9.27



Indicator 3 : Commentary - this report shows the average number of working days to respond to complaints. Average days to complete are within the target response times.

Indicator 4: SPSO Outcomes by Complaint Stage

Year Raised	(Multiple Items)	
Status	Completed	
Quarter Completed	1st Qtr	
Row Labels	Count of Complaint Stage	% Frontline
Frontline	32	
Not Upheld	9	28.1%
Partially Upheld	5	15.6%
Resolved	6	18.8%
Upheld	12	37.5%
Investigative	16	% Investigative
Not Upheld	4	25.0%
Partially Upheld	4	25.0%
Resolved	5	31.3%
Upheld	3	18.8%
Grand Total	48	



Indicator 4 : Commentary - this report shows the outcome of complaints completed by type. The resolved category is where we have been able to reach agreement on taking actions to resolve matters without having to determine if it is upheld or not. Looking at last year's outcomes these are broadly similar but there is a decrease in Resolved Frontline complaints and an increase in Resolved Investigative complaints but it still early in the year to make firm comparison.

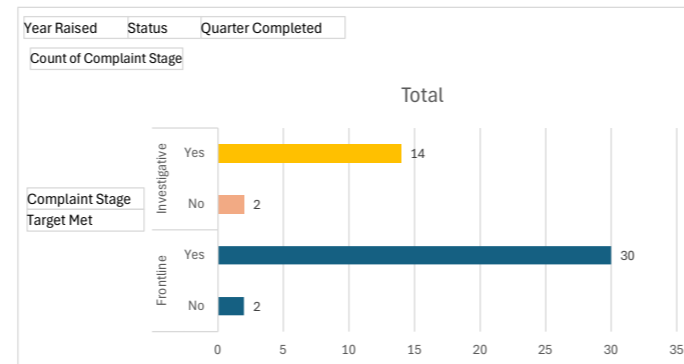
Indicator 5: ARC Indicator Complaints Completed - from Year Received

Status	Completed
Quarter Completed	1st Qtr
Row Labels	Count of Complaint Stage
2023/24	2
Frontline	1
Investigative	1
2024/25	46
Frontline	31
Investigative	15
Grand Total	48

Indicator 5 : Commentary - this report shows the number of complaints raised by year and completed the following year. If complaints are received at the end of the financial year they may not be completed into the next year. There were 2 complaints which we received one year and completed the next.

Indicator 6: Performance V Target

Year Raised	(Multiple Items)
Status	Completed
Quarter Completed	1st Qtr
Row Labels	Count of Complaint Stage
Frontline	32
No	2
Yes	30
Investigative	16
No	2
Yes	14
Grand Total	48



Indicator 6: Commentary - The target response times are 5 working days for a frontline complaint and 20 working days for an investigative complaint. While the majority of complaints are dealt with within target times sometimes it is not possible to meet this eg may be waiting for information or reports , there may be sickness absence or annual leave for people involved

Indicator 7: PHA Average Response Times

Year Raised	(Multiple Items)
Status	Completed
Quarter Completed	1st Qtr

Row Labels	Average of Response Times Working Days
Frontline	4.2
Investigative	19.4
Grand Total	9.3

Indicator 7: Commentary- this report shows the average number of working days to respond to complaints. Average days to complete are within the target response times

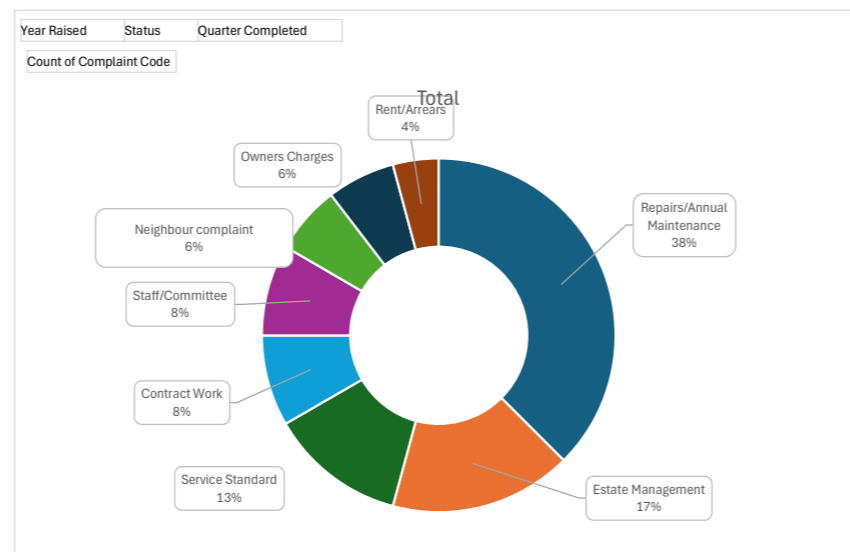
Indicator 8: Analysis By Type

BY TYPE	
Year Raised	(Multiple Items)
Status	Completed
Quarter Completed	1st Qtr

Row Labels	Count of Complaint Code
Frontline	32
Repairs/Annual	14
Estate Managen	4
Service Standar	6
Contract Work	3
Staff/Committe	2
Neighbour com	2
Rent/Arrears	1
Investigative	16
Repairs/Annual	4
Estate Managen	4
Owners Charge	3
Contract Work	1
Staff/Committe	2
Neighbour com	1
Rent/Arrears	1
Grand Total	48

ALL COMPLAINTS	
Year Raised	(Multiple Items)
Status	Completed
Quarter Completed	1st Qtr

Row Labels	Count of Complaint Code
Repairs/Annual Maint	18
Estate Management	8
Service Standard	6
Contract Work	4
Staff/Committee	4
Neighbour complaint	3
Owners Charges	3
Rent/Arrears	2
Grand Total	48



Indicator 8: Commentary - This indicator shows the number and percentage of complaints by the type of issues being raised. Repairs and annual maintenance top the table as the most complained about area of service. The Tenant Scrutiny Panel asked us to do a "spotlight" on repairs cases as part of last year's Annual Complaints Report and you can find that here [PHA_Annual_Complaints_Report_2023_24_2024_07_21_16_58_35.pdf](#) (paragonha.org.uk)

Indicator 9: Analysis By Type/Outcome

Year Raised (Multiple Items)
 Status Completed
 Quarter Completed 1st Qtr

Count of Complaint	Column Labels				
Row Labels	Not Upheld	Partially Upheld	Resolved	Upheld	Grand Total
Frontline	9	5	6	12	32
Contract Work			1	2	3
Estate Managen	2		1		4
Neighbour com	2				2
Rent/Arrears		1			1
Repairs/Annual	3	2	3	6	14
Service Standar	2		1	3	6
Staff/Committee			1	1	2
Investigative	4	4	5	3	16
Contract Work				1	1
Estate Managen	2	1		1	4
Neighbour complaint			1		1
Owners Charge	1	1	1		3
Rent/Arrears			1		1
Repairs/Annual Maintenance		1	2	1	4
Staff/Committe	1				2
Grand Total	13	9	11	15	48

Indicator 9: Commentary - This indicator shows the number and percentage of complaints by the type of issues being raised and what the outcomes are

Indicator 10: Analysis by Source

Year Raised (Multiple Items)
 Status Completed
 Quarter Completed 1st Qtr

Row Labels	Count of Complaint Stage
Frontline	32
Email	20
Phone Call	12
Investigative	16
Email	10
Office	1
Phone Call	5
Grand Total	48

Indicator 10: Commentary - This indicator shows how complaints are made to the Association. The most frequent method is by email. If a repairs satisfaction survey is returned as dissatisfied or very dissatisfied this will be recorded as a complaint.

Indicator 11: Analysis by Tenure

Year Raised	(Multiple Items)
Status	Completed
Quarter Completed	1st Qtr

Row Labels	Count of Complaint Stage
Frontline	32
Other	1
Owner	5
Tenant	26
Investigative	16
Owner	9
Tenant	7
Grand Total	48

Indicator 11: Commentary - This indicator shows who makes complaints to the Association.