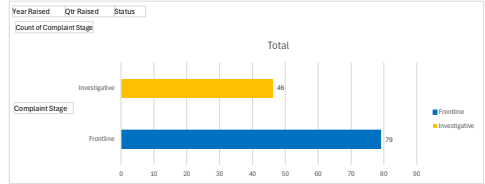


Paragon Housing Association Complaints Dashboard 2024-25 Quarter : 3

Indicator 1 : SPSO Complaints to Date Current Year to Date

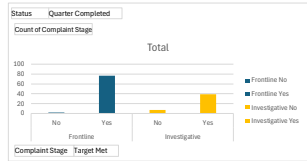
Year Raised	2024/25
Qtr Raised	(Multiple Items)
Status	(All)
Row Labels	Count of Complaint Stage
Frontline	79
Investigative	46
Grand Total	125



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 . To Quarer 3 we have received 123 . In 2023-24 we received 160 complaints in total. You can find our Annual Complaints Report on our web site [PHA_Annual_Complaints_Report_2023_24_Final_updated_Sept_2024_09_24_11_32_42.pdf](#)

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

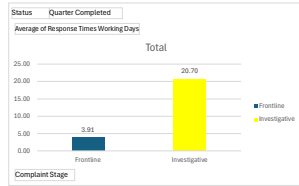
Status	Completed	Total Complaints	% closed on target
Quarter Completed	(Multiple Items)	Closed on Target	
Row Labels	Count of Complaint Stage		
Frontline	79		
No	2		
Yes	77		
Investigative	46	77	97.5%
No	7		
Yes	39	39	84.8%
Grand Total	125		



Indicator 2 : Commentary - this report shows the number of complaints , including carry forward from previous year , completed in target response times. This performance is higher than previous quarter for both frontline complaints and investigative complaints than previous period. The outruns for 2023/24 were 96% frontline and 97% for investigative complaints.

Indicator 3 : SPSO Average Response Times To Close

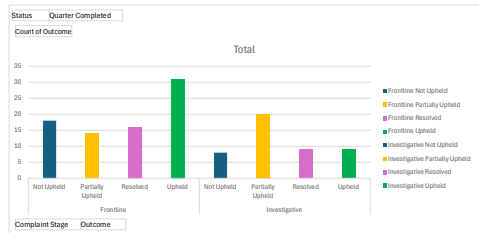
Status	Completed
Quarter Completed	(Multiple Items)
Row Labels	Average of Response Times Working Days
Frontline	3.91
Investigative	20.70
Grand Total	10.09



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 for frontline but over target for investigative. There was one complaint which was complex and required a specialist report and this exceeded target response of 20 days by 36 days so average figure is inflated due to one case. The outliers for 2023/24 were 4.2 days frontline and 18.69 days for investigative complaints

Indicator 4 : SPSO Outcomes by Complaint Stage

Status	Completed	
Quarter Completed	(Multiple Items)	
Row Labels	Count of Outcome	% by outcome
Frontline	79	Frontline
Not Upheld	18	23%
Partially Upheld	14	18%
Resolved	10	20%
Upheld	31	39%
Investigative	46	Investigative
Not Upheld	8	17%
Partially Upheld	20	43%
Resolved	9	20%
Upheld	9	20%
Grand Total	125	



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.

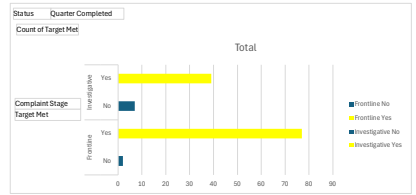
Indicator 5 : ARC Indicator Complaints Completed - from Year Received

Status	Completed
Quarter Completed	(Multiple Items)
Row Labels	Count of Complaint Stage
Frontline	79
2024/25	79
Investigative	46
2023/24	1
2024/25	45
Grand Total	125

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 was 1 complaints which we received one year and completed the next.

Indicator 6: Performance V Target

Status	Completed
Quarter Completed (Multiple Items)	
Row Labels	Count of Target Met
Frontline	79
No	2
Yes	77
Investigative	46
No	7
Yes	39
Grand Total	125



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

Row Labels	Average of Response Times Working Days
Frontline	3.91
Investigative	20.70
Grand Total	10.09

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 for frontline but over target for investigative.

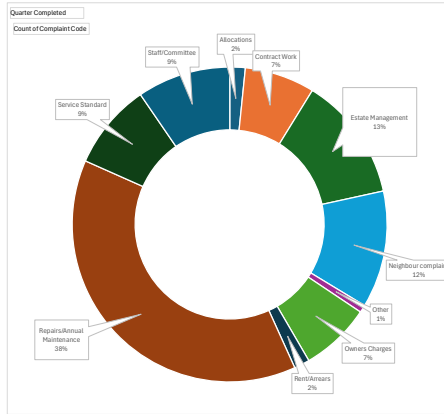
Indicator 8: Analysis By Type

Quarter Completed (Multiple Items)

Row Labels	Count of Complaint Code
Frontline	79
Allocations	2
Contract Wo	6
Estate Manag	10
Neighbour cc	7
Owners Char	2
Rent/Arrears	1
Repairs/Annu	36
Service Stan	8
Staff/Comm	7
Investigative	46
Contract Wo	3
Estate Manag	6
Neighbour cc	8
Other	1
Owners Char	7
Rent/Arrears	1
Repairs/Annu	12
Service Stan	3
Staff/Comm	5
Grand Total	125

Quarter Completed (Multiple Items)

Row Labels	Count of Complaint Code
Allocations	2
Contract Work	9
Estate Management	16
Neighbour complaint	15
Other	1
Owners Charges	9
Rent/Arrears	2
Repairs/Annual Main	48
Service Standard	11
Staff/Committee	12
Grand Total	126



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

Quarter Completed	(Multiple Items)				
Count of Complaint Code Row Labels	Column Labels				Grand Total
	Not Upheld	Partially Upheld	Resolved	Upheld	
Frontline	18	14	16	31	79
Repairs/Annual Maintenance	5	5	10	16	36
Allocations	1			1	2
Contract Work		1	1	4	6
Estate Management	4	3	1	2	10
Neighbour complaint	4	1	1	1	7
Owners Charges				2	2
Rent/Arrears		1			1
Service Standard	2	1	2	3	8
Staff/Committee	2	2	1	2	7
Investigative	8	20	9	9	46
Repairs/Annual Maintenance		5	4	3	12
Contract Work			1	2	3
Estate Management	2	3		1	6
Neighbour complaint	3	4	1		8
Other	1				1
Owners Charges	1	3	2	1	7
Rent/Arrears			1		1
Service Standard		1		2	3
Staff/Committee	1	4			5
Grand Total	26	34	25	40	125

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

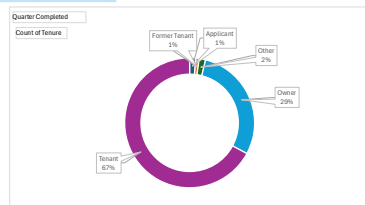
Quarter Completed		(Multiple Items)
Row Labels	Count of How Received	
Frontline	79	
Email	42	
Letter	4	
Office	1	
Other	1	
Phone Call	31	
Investigative	46	
Email	32	
Office	2	
Other	1	
Phone Call	9	
Visit - House / On site	2	
Grand Total	125	

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

Quarter Completed		(Multiple Items)		
Count of Tenure	Column Labels			
Row Labels	Frontline	Investigative	Grand Total	
Applicant	2		2	
Former Tenant	1		1	
Other	1	1	2	
Owner	15	21	36	
Tenant	60	24	84	
Grand Total	79	46	125	

Quarter Completed		(Multiple Items)
Row Labels	Count of Tenure	
Applicant	2	
Former Tenant	1	
Other	2	
Owner	36	
Tenant	84	
Grand Total	125	



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