

## ANNEX E

### (i) Performance relating to Complaints 2023-2024

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Stage One Complaints Received</b>													
No. Stage One Complaints	18	18	22	21	13	18	17	16	16	25	18	17	219
<b>Stage One Complaints Closed</b>													
% Stage One Complaints Closed On-time	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%
No. Stage One Complaints Closed	18	18	22	21	13	18	17	16	16	25	18	7	209
No. Stage One Complaints Closed On-time	18	18	21	21	13	18	16	16	16	25	18	7	207
% Stage One Complaints Upheld	27.8%	55.6%	40.9%	66.7%	38.5%	55.6%	23.5%	56.3%	43.8%	60.0%	61.1%	42.9%	48.8%
No. Stage One Complaints Closed	18	18	22	21	13	18	17	16	16	25	18	7	209
No. Stage One Complaints Upheld	5	10	9	14	5	10	4	9	7	15	11	3	102
<b>Stage Two Complaints Received</b>													
No. Stage Two Complaints	2	7	6	6	5	6	1	5	4	4	3	4	53
<b>Stage Two Complaints Closed</b>													
% Stage Two Complaints Closed On-time	100.0%	85.7%	100.0%	83.3%	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	92.0%
No. Stage Two Complaints Closed	1	7	6	6	5	6	1	5	4	4	3	2	50
No. Stage Two Complaints Closed On-time	1	6	6	5	4	6	1	5	3	4	3	2	46
% Stage Two Complaints Upheld	0.0%	14.3%	33.3%	50.0%	60.0%	16.7%	0.0%	40.0%	0.0%	25.0%	0.0%	50.0%	28.0%
No. Stage Two Complaints Closed	1	7	6	6	5	6	1	5	4	4	3	2	50
No. Stage Two Complaints Upheld	0	1	2	3	3	1	0	2	0	1	0	1	14
<b>Stage One and Two</b>													
% Stage 1 and Stage 2 Complaints Closed On-time	100.0%	96.0%	96.4%	96.3%	94.4%	100.0%	94.4%	100.0%	95.0%	100.0%	100.0%	100.0%	97.7%
Stage 1 and Stage 2 complaints Closed	19	25	28	27	18	24	18	21	20	29	21	9	259
Stage 1 and Stage 2 Complaints Closed On-time	19	24	27	26	17	24	17	21	19	29	21	9	253

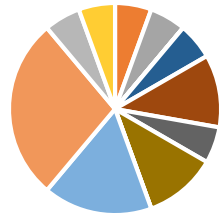
The above data includes both Housing Ombudsman Service and non Housing Ombudsman complaints.

## (ii) Complaints closed by category 2023-24

### Received Complaint Types

<b>Total Received Complaints by Type</b>	18	18	22	21	13	18	17	16	16	25	18	17	219
Allocations And Lettings	0	0	0	0	0	1	1	0	1	2	1	0	6
ASB	1	2	5	0	0	0	2	1	0	2	1	0	14
Damp And Mould	1	1	3	0	0	0	0	1	1	0	2	2	11
Disabled Adaptations	0	1	0	0	0	0	0	0	1	0	0	0	2
Emergency Repairs	0	0	0	0	0	0	0	1	0	0	0	0	1
Estate Management	0	1	1	1	1	0	1	1	1	0	1	1	9
Gas Safety	1	1	1	2	1	0	0	2	1	0	0	0	9
Non-Housing Ombudsman	2	2	2	5	1	1	2	4	1	9	4	4	37
Nuisance	1	0	0	0	1	0	0	0	0	1	0	1	4
Other Planned Maintenance Contracts	2	1	0	2	1	1	1	2	3	4	2	2	21
Planned Maintenance	0	2	0	1	0	1	1	2	0	0	0	0	7
Rents And Charges	0	1	0	2	0	1	2	0	1	0	1	1	9
Routine Repairs	3	2	2	0	2	5	3	1	3	4	3	3	31
Communication	5	0	5	3	3	5	3	1	2	2	1	2	32
Tenancy Management	1	3	1	5	3	3	1	0	0	1	1	1	20
Voids	1	1	2	0	0	0	0	0	1	0	1	0	6

### MDH Complaints by type 2023-24



- Allocations And Lettings
- Damp And Mould
- Emergency Repairs
- Gas Safety
- Nuisance
- Planned Maintenance
- Routine Repairs
- ASB
- Disabled Adaptations
- Estate Management
- Non-Housing
- Other Planned Maintenance Contracts
- Rents And Charges
- Communication

The above data includes both Housing Ombudsman Service and non Housing Ombudsman complaints.

### Complaint refusal

MDH have not refused any investigations into complaints during the financial year 2023/24.