



**Lewisham Council Housing Services
Complaints and enquiries
Performance scorecard 2023/24**

Complaints handling	Outturns at year end
Number of stage 1 complaints received	1679
Number of stage 2 complaints received	453
Number of stage 3 complaints received	133
Number of complaints refused	48
Number of stage 1 complaints completed	1623
Number of stage 1 complaints responded to on time (Pass)*	1426
Number of stage 1 complaints not responded to on time (Fail)	197
Percentage of stage 1 complaints responded to on time	88%
Number of stage 2 complaints completed	426
Number of stage 2 complaints responded to on time (Pass)*	371
Number of stage 2 complaints not responded to on time (Fail)	55
Percentage of stage 2 complaints responded to on time	87%
Number of stage 3 complaints completed	123
Number of stage 3 complaints responded to on time (Pass)	62
Number of stage 3 complaints not responded to on time (Fail)	61
Percentage of stage 3 complaints responded to on time	50%
Number of stage 1 complaints upheld	649
Number of stage 1 complaints partly upheld	526
Number of stage 1 complaints not upheld	445
Number of stage 2 complaints upheld	204
Number of stage 2 complaints partly upheld	127
Number of stage 2 complaints not upheld	95
Number of stage 3 complaints upheld	89
Number of stage 3 complaints partly upheld	11
Number of stage 3 complaints not upheld	23
Number of stage 1 complaints received by Initial Classification (top 5)	
Plumbing	344
Damp	185
Appointments	133
Operational issues	96
Roofing Repair/Renewal	85
Number of stage 2 complaints received by Initial Classification (top 5)	
Plumbing	86
Damp	60
Appointments	44
Operational issues	34
Roofing Repair/Renewal	32
Number of stage 3 complaints received by Initial Classification (top 5)	
Damp	25
Plumbing	19
Appointments	16
Roofing Repair/Renewal	13
Windows Repair/Renewal	9
Number of stage 1 complaints received by Initial Cause (top 5)	
Delay in doing something	1003
Failure to deliver a service	311
Request for service	67
Request for information	62
Failure to do something	44
Number of stage 2 complaints received by Initial Cause (top 5)	
Delay in doing something	230
Failure to deliver a service	111
Request for information	24
Failure to do something	21
Request for service	20
Number of stage 3 complaints received by Initial Cause (top 5)	
Delay in doing something	51
Failure to deliver a service	44
Request for service	10
Failure to do something	6
Request for information/Not to the quality or standard expected	5
Enquiry handling	
Number of enquiries received	2580
Number of enquiries completed	2451
Number of enquiries responded to on time (Pass)*	2232
Number of enquiries not responded to on time (Fail)	219
Percentage of enquiries (mayor, member and MP) responded to on time	91%
*Response target timescales: 10 working days for Stage 1 complaints and enquiries; 20 working days for Stage 2 complaints	