

Complaints performance

2023/24



Complaints investigated at stage 1



363

Complaints investigated at stage 2



65

Stage 1 complaints closed within target



237

Stage 2 complaints closed within target



28

Satisfaction with how complaint was handled



32%

Top five reasons for complaints:

Outstanding/Incomplete Works 36%

Time taken for parts/components 13%

Missed/Incorrect Appointment 10%

Quality of Work 8%

Internal Customer Care/Communications 6%

Action taken

67% of all complaints received in 2023/24 relate to our repairs service, including missed appointments, incomplete jobs and the quality of work.

In early 2024, Cobalt Board agreed to our proposal to bring our repairs service in-house, and work is underway to grow our in-house team to deliver all repairs and maintenance works.

We have reviewed our repairs standard and have introduced a contractor code of conduct. We hope to see an increase in customer satisfaction and a reduction in the number of complaints received as a result of this significant change.

We have established five new customer forums relating to key service areas. Forums are made up of customer representatives, a member from our Tenant Consultative Panel (TCP) and a service lead from Cobalt Housing

We are creating a community hub within our office, providing a central location for our customers and people living in our neighbourhoods to build positive relationships with Cobalt and partners, access support, undertake training and discover volunteering and employment opportunities.