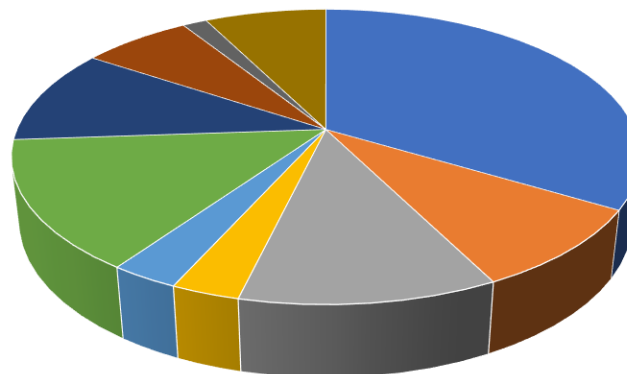


# Annual satisfaction figures 2023/2024

	Figures			Upheld			Average response time		
	2023/24	2022/23	Change	2023/24	2022/23	Change	2023/24	2022/23	Change
Frontline (stage 1) complaints	109	179	↓	52%	68%	↓	2.85 days	2.85 days	↔
Investigation (stage 2) complaints	25	13	↑	44%	62%	↑	10.88 days	13.23 days	↑
Compliments	37	19	↑	n/a	n/a		n/a	n/a	

**Overall Satisfaction**  
**88%**



- Repairs (45)
- Heating/hot water (12)
- Property condition (15)
- ASB handling (4)
- Charges/rent (4)
- Staff behaviour (19)
- Policy/procedure (14)
- Poor service/comms (excl repairs/gas) (9)
- Estate management (2)
- Other contractor (10)

	2023									2024			Total
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Novus	2 (4)	7 (8)	2 (11)	2 (7)	4 (13)	2 (4)	5 (4)	3 (11)	3 (3)	2 (12)	8 (5)	5 (5)	<b>45 (87)</b>
Saltire	1 (0)	2 (0)	0 (1)	0 (2)	2 (1)	0 (1)	2 (4)	4 (3)	0 (1)	1 (2)	0 (1)	0 (1)	<b>12 (17)</b>
Other	1 (0)	1 (0)	1 (0)	0 (4)	5 (1)	0 (1)	0 (2)	1 (1)	0 (0)	2 (3)	0 (0)	0 (0)	<b>11 (14)</b>
Melville	5 (5)	9 (11)	6 (9)	4 (2)	8 (6)	6 (5)	8 (7)	6 (4)	2 (8)	1 (7)	8 (5)	3 (5)	<b>66 (74)</b>
<b>Total</b>	<b>9 (9)</b>	<b>19 (19)</b>	<b>9 (21)</b>	<b>6 (15)</b>	<b>19 (21)</b>	<b>8 (11)</b>	<b>15 (17)</b>	<b>14 (19)</b>	<b>5 (12)</b>	<b>6 (24)</b>	<b>16 (13)</b>	<b>8 (11)</b>	<b>134 (192)</b>

For more information on our complaints figures or to find out how we handle complaints, please get in touch by email to [dhughes@melville.org.uk](mailto:dhughes@melville.org.uk).