

Bristol City Council complaints performance

Following the end of the 2021-2022 financial year (FY), analysis of our landlord service complaint handling performance has been undertaken and the key findings are set out below.

Performance

- We handled 868 complaints this FY, 4% less than the previous FY
- We responded to 85.4% of complaints within the 15 working day target, achieving the corporate target of 85%. This is a 24% improvement on the previous FY
- 91% of complaints were resolved at stage 1, with 8% being resolved at stage 2 and 1% progressing to Ombudsman stage. This is largely unchanged from the previous FY
- Largely unchanged from the previous FY, we did not uphold 46.3% of complaints, with 47.8 being upheld or partly upheld
- 75 cases (8.6% of complaints received) were rated by the complainant in terms of their overall satisfaction with how we handled the complaint. Ratings of good or very good were received on 38.7% of those cases, which is 12% lower than the previous FY