



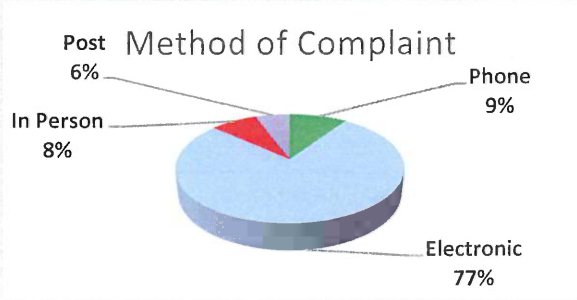
Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q1 2024/25)

DATE: 30 July 2024

1.	Introduction																																																								
	This report updates the Board on complaints and compliments received for the 3-month period 1 April to 30 June 2024 (Q1).																																																								
2.	Complaints Monitoring Q1 2024/25																																																								
	<p>a) Analysis of Complaints received in the period 1 April to 30 June 2024</p> <p>Over the 3-month period, a total of 52 complaints were received. In addition to the numbers below, there were also 5 complaints escalated from Stage 1 to Stage 2 in the period. The table below details the service area which the complaint was logged under.</p> <table border="1"> <thead> <tr> <th>Complaint Service Area</th> <th>Received at Stage 1 *</th> <th>Received directly at Stage 2</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Contractors</td> <td>26</td> <td>2</td> <td>28</td> </tr> <tr> <td>Investment</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>Repairs</td> <td>4</td> <td>0</td> <td>4</td> </tr> <tr> <td>Other Housing</td> <td>5</td> <td>2</td> <td>7</td> </tr> <tr> <td>Anti-Social</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Rent and Arrears</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Allocations</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Close Cleaning and Backcourt Maintenance</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>About a Staff Member</td> <td>1</td> <td>3</td> <td>4</td> </tr> <tr> <td>Landscaping and Garden Maintenance</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Factoring</td> <td>2</td> <td>1</td> <td>3</td> </tr> <tr> <td>Concierge</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total</td> <td>44</td> <td>8</td> <td>52</td> </tr> </tbody> </table> <p>* NB this includes escalated complaints as they were first received at Stage 1</p> <p>b) SPSO Key Performance Indicators</p> <p>The attached Appendix contains a snapshot of ng homes complaints data for Quarter 1.</p>	Complaint Service Area	Received at Stage 1 *	Received directly at Stage 2	Total	Contractors	26	2	28	Investment	2	0	2	Repairs	4	0	4	Other Housing	5	2	7	Anti-Social	1	0	1	Rent and Arrears	0	0	0	Allocations	1	0	1	Close Cleaning and Backcourt Maintenance	2	0	2	About a Staff Member	1	3	4	Landscaping and Garden Maintenance	0	0	0	Factoring	2	1	3	Concierge	0	0	0	Total	44	8	52
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	<p>Electronic methods were the preferred method of making a complaint.</p>  <table border="1"> <caption>Method of Complaint</caption> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Electronic</td> <td>77%</td> </tr> <tr> <td>Phone</td> <td>9%</td> </tr> <tr> <td>In Person</td> <td>8%</td> </tr> <tr> <td>Post</td> <td>6%</td> </tr> </tbody> </table>	Method	Percentage	Electronic	77%	Phone	9%	In Person	8%	Post	6%
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<p>4.</p>	<p>You Said, We Did (complaints made and action taken)</p>										
	<p>You Said – A tenant complained that he had waited in for 2 days for a gas safety check to be carried out but no-one attended.</p> <p>We Did – We explained that the contractor had confirmed that they had been unable to gain access to the close so they then phoned the tenant but there was no answer. The gas check was subsequently completed.</p> <p>You Said – A tenant complained about the lack of response in relation to works being carried out in relation to a leak at her bedroom window.</p> <p>We Did – We explained that a message from the contractor who had carried out a check had not been received and the tenant was not contactable due to holidays. We advised the tenant that a Repairs Officer would contact her on her return from holiday to arrange required work.</p> <p>You Said – A tenant complained about the lengthy time taken to repair the aerial.</p> <p>We Did – We noted that there had been continuous issues with rodents chewing cables in the loft and that we had completed several repairs. Our Pest Control contractor attended to treat rodent activity and proofing work was also completed around the eaves of the loft to deter entry of rodents and squirrels. We instructed the aerial contractor to complete any further repairs and requested a job report to confirm the issues are resolved.</p>										
<p>5.</p>	<p>Compliments received Q1 2024/25</p>										
	<p>As well as receiving complaints, 7 compliments were recorded in our register for Q1. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • Words can't describe how friendly, kind, loving and helpful all the staff were to me and my children. Thank you for the great work you all do. • Thanks to my Housing Officer and the team for helping me through a very difficult time. • Thanks for help during my move. • My Housing Officer is wonderful! 										
<p>6.</p>	<p>Recommendation</p>										
	<p>Board members are asked to note this report.</p>										

Complaints KPIs

Indicator One

Quarter	Number of complaints received at S1 (includes escalated complaints as they were first received at Stage 1)	Number of complaints directly at Stage 2	Total complaints received.	Relation to organisation's housing stock per thousand units
Q1	44	8	52	0.78%

Indicator Two

Quarter	Number of S1 complaints closed in full within 5 working days	% of all Stage 1 complaints closed in 5 working days as % of all Stage 1 complaints closed in full	Number of S2 complaints in full within 20 working days	% of all S2 complaints closed in full at Stage 2 within 20 days as % of all S2 complaints responded to in full	Number of S2 complaints closed after escalation within 20 working days	Number of escalated complaints closed in full within 20 working days as % of escalated complaints responded to in full
Q1	40	83.33%	7	70%	7	87.50%

Indicator Three

Quarter	The average time in working days to respond to complaints at Stage 1	The average time in working days to respond to complaints at Stage 2	The average time in working days to respond to complaints after escalation
Q1	5.23 days	19.6 days	19.25 days

Indicator Four

Quarter 1	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	18	5	7	17
% of complaints as % of all complaints closed at Stage 1:	38%	11%	15%	36%
Number of S2 complaints in each category:	0	4	4	2
% of direct S2 complaints closed at S2 in each category:	0%	40%	40%	20%
No of complaints closed after escalation in each category:	0	4	4	0
% of all complaints closed after escalation:	0%	50%	50%	0

Extensions can be authorised in exceptional circumstances. However these are considered as "late" ie not completed in timescale