



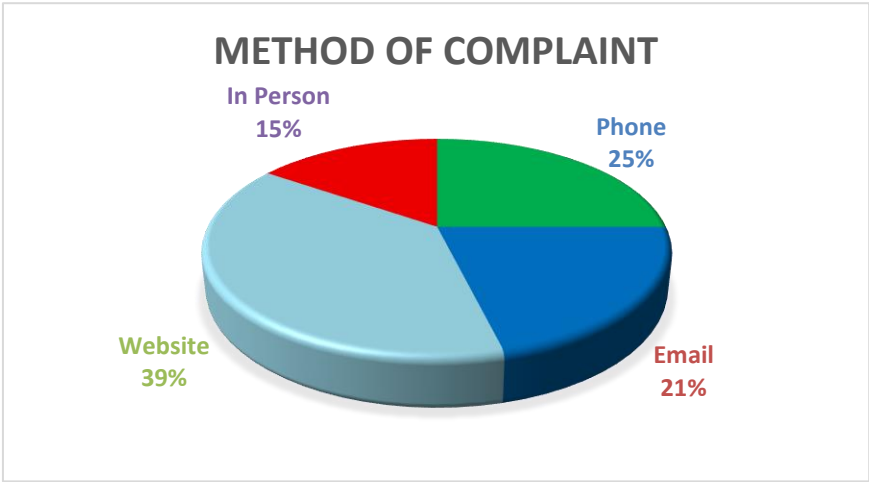
Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

**SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q1 2025/26)**

DATE: 29 July 2025

1.	Introduction			
	This report updates the Board on complaints and compliments received for the 3-month period 1 April to 30 June 2025 (Q1).			
2.	Complaints Monitoring Q1 2025/26			
	a) Analysis of Complaints received in the period 1 April to 30 June 2025.			
	Over the 3-month period, a total of 52 complaints were received. In addition to the numbers below, there were also 3 complaints escalated from Stage 1 to Stage 2 in the period. The table below details the service area which the complaint was logged under.			
	Complaint Service Area	Received at Stage 1 *	Received directly at Stage 2	Total
	Contractors	32	3	35
	Investment	4	0	4
	Repairs	1	0	1
	Other Housing	3	0	3
	Anti-Social	2	1	3
	Rent and Arrears	0	0	0
	Allocations	1	0	1
	Close Cleaning and Backcourt Maintenance	2	0	2
	About a Staff Member	0	1	1
	Landscaping and Garden Maintenance	1	0	1
	Factoring	1	0	1
	Concierge	0	0	0
	Total	47	5	52
	<i>* NB this includes escalated complaints as they were first received at Stage 1</i>			
	b) SPSO Key Performance Indicators			
	The attached Appendix contains a snapshot of ng homes complaints data for Quarter 1.			

3.	Method of Complaint										
	<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>Website</td> <td>39%</td> </tr> <tr> <td>Phone</td> <td>25%</td> </tr> <tr> <td>Email</td> <td>21%</td> </tr> <tr> <td>In Person</td> <td>15%</td> </tr> </tbody> </table>	Method	Percentage	Website	39%	Phone	25%	Email	21%	In Person	15%
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4.	You Said, We Did (<i>complaints made and action taken</i>)										
	<p>You Said – A tenant complained that they had been treated unfairly in relation to the way their application for a transfer had been dealt with, particularly in relation to points being removed and the length of time waiting for an offer of a suitable house.</p> <p>We Did – We explained that application points are allocated in line with ng homes policies and procedures and that we currently have an exceptionally low turnover of the type of property in the area that the tenant is prepared to move to. We advised the tenant to consider applying to other Housing Associations, explore other tenures such as mid-market rent properties/private landlords or consider other ng homes house types/areas to increase the opportunity of being able to relocate to a home which they are happy with.</p> <p>You Said – A tenant was not happy that a contractor had carried out a plasterwork job to the property but the contractor had advised that they were unable to plaster part of the wall as it was wood.</p> <p>We Did – We arranged for a post inspection and explained to the tenant again that the wooden panel cannot be plastered. The tenant had previously misunderstood what they had been told.</p>										
5.	Recommendation										
	Board members are asked to note this report.										

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 received directly at Stage 2	Total complaints received .	Relation to organisation's housing stock
Q1	47	5	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 in full 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	39	81.25%	4	100%	4	100%

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	5.38 days	16 days	18.75 days

Indicator Four

Quarter 1	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	3	6	21	18
% of complaints as % of all complaints closed at Stage 1	6.25%	12.5%	43.75%	37.5%
Number of S2 complaints in each category:	3	1	0	0
% of direct S2 complaints closed at S2 in each category:	75%	25%	0%	0%
No of complaints closed after escalation in each category:	1	0	3	0
% of all complaints closed after escalation	25%	0	75%	0

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