

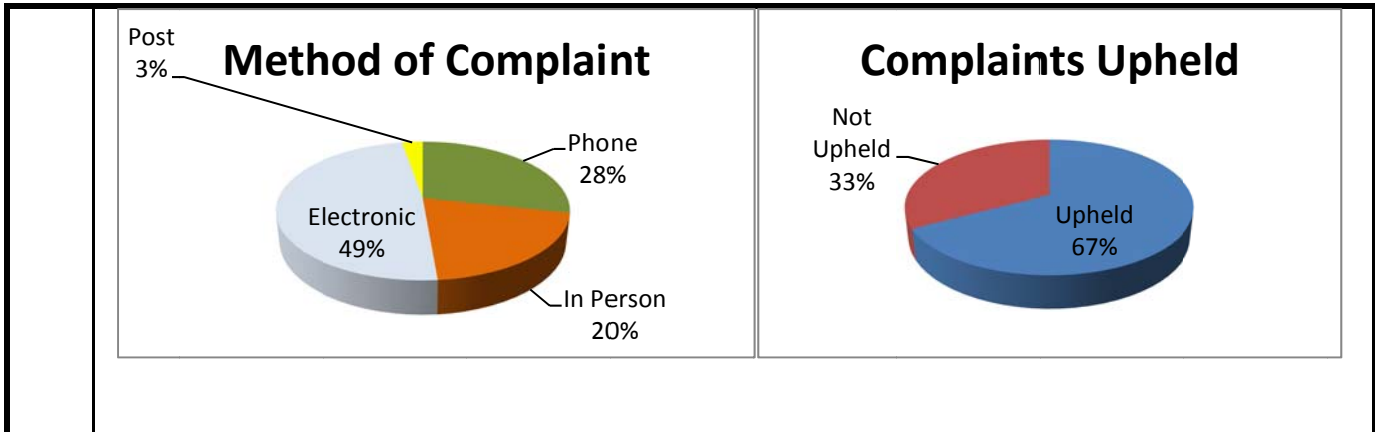


# Board Meeting For Noting

To: Board  
From: Senior Corporate Services Officer

SUBJECT: COMPLAINTS AND COMPLIMENTS Q1      DATE: 27 August 2019

<b>1.</b>	<b>Introduction</b>																												
	This report updates the Board on complaints and compliments received for the 3 month period April to June 2019 (Q1).																												
<b>2.</b>	<b>Complaints Monitoring Q1 2019/20</b>																												
	<b>a) Analysis of Complaints received in the period April to June 2019</b>																												
	Over the 3 month period a total of 74 complaints were received.																												
	<table border="1"><thead><tr><th>Complaint Service Area</th><th>No. logged</th></tr></thead><tbody><tr><td>Contractors</td><td>25</td></tr><tr><td>Investment</td><td>10</td></tr><tr><td>Anti Social Behaviour</td><td>8</td></tr><tr><td>Landscape/Garden Maintenance</td><td>6</td></tr><tr><td>Repairs</td><td>5</td></tr><tr><td>Rents</td><td>4</td></tr><tr><td>Allocations</td><td>4</td></tr><tr><td>About a staff member</td><td>4</td></tr><tr><td>Factoring</td><td>3</td></tr><tr><td>Other Housing</td><td>3</td></tr><tr><td>Close Cleaning</td><td>1</td></tr><tr><td>Concierge</td><td>1</td></tr><tr><td><b>Total</b></td><td><b>74</b></td></tr></tbody></table>	Complaint Service Area	No. logged	Contractors	25	Investment	10	Anti Social Behaviour	8	Landscape/Garden Maintenance	6	Repairs	5	Rents	4	Allocations	4	About a staff member	4	Factoring	3	Other Housing	3	Close Cleaning	1	Concierge	1	<b>Total</b>	<b>74</b>
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	<b>b) Analysis of complaints resolved in the period April to June 2019</b>																												
	76 complaints were resolved – 60 at Stage 1 (frontline resolution) and 16 at Stage 2 (serious/complex or unresolved at Stage 1). Of the 76 complaints resolved over Q1, 51 (67%) were upheld and 25 (33%) were not upheld.																												
	Over the period the electronic methods were the preferred method of making a complaint.																												



**3. Performance v target timescales for dealing with complaints Q1**

In total 59 (78%) of complaints were resolved within target timescales.  
 47(78%) Stage 1 complaints were resolved in the target timescale (5 days) and 12 (75%) Stage 2 complaints were resolved in the target timescale of 20 days.  
 13 complaints were granted an extension due to the complex nature of the complaint. If we take into account the revised target date, then 92% of complaints were resolved in timescale. The average number of days taken to resolve a Stage 1 complaint was 5 days and the average number of days taken to resolve a Stage 2 complaint was 21 days.

**Complaints resolved in timescales including extensions**

Category	In Timescale	Outside Timescale
Stage 1	47	12
Stage 2	12	1
All	59	13

**4. Learning from Complaints**

- Learning points and actions arising from complaints in the quarter include:
- Staff to ensure tenants are called back when they are advised they will be.
  - Garden Maintenance staff reminded of staff attitude and standard of service.
  - Tenants/owners to be made aware of cleaning rotas, and who is responsible for cleaning the close.
  - Monitoring of close cleaning to be carried out.
  - Contractors to notify residents before erecting scaffolding.
  - Follow up to technical surveys to take place.
  - Additional checks to be put in place to ensure correct direct debit amount is noted.
  - Vanguard process to be used to avoid raising repetitive repairs.
  - Home Support Team advised to be more careful with tenants' belongings .
  - Contractor to give guidance to Home Support Team and inspect before rewire.

<b>5.</b>	<b>Compliments received Q1 2019/20</b>
	<p>As well as receiving complaints, a number of compliments and tokens of appreciation were received with 17 compliments recorded in our register for Q1. These included:</p> <ul style="list-style-type: none"><li>• Thanks for excellent work and the speed it was carried out.</li><li>• Kindness and patience shown.</li><li>• Thanks for grass being cut.</li><li>• Stopping arrears direct and sorting out credit.</li></ul>
<b>6.</b>	<b>Recommendation</b>
	Members are asked to note this report.