



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

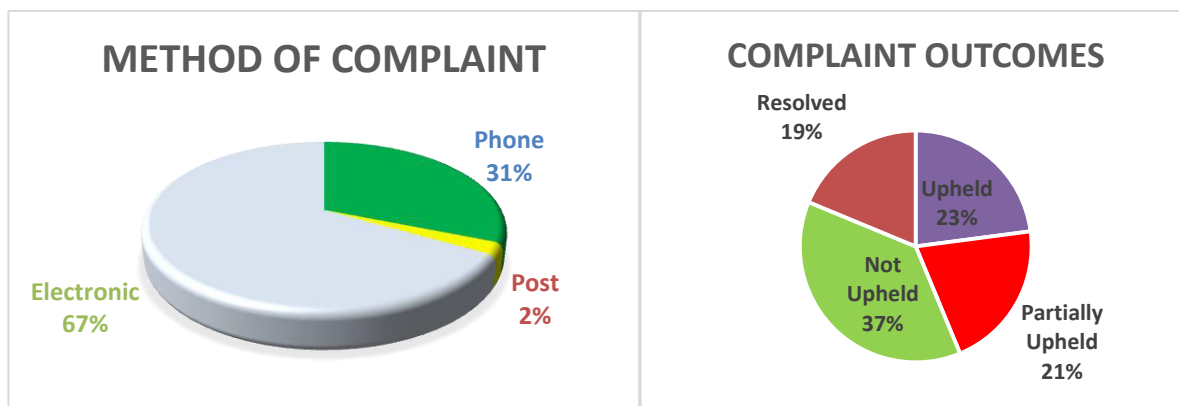
**SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q4 2021/22)**

DATE: 24 May 2022

1.	Introduction																												
	This report updates the Board on complaints and compliments received for the 3 month period 1 January to 31st March 2022 (Q4).																												
2.	Complaints Monitoring Q4 2021/22																												
	a) Analysis of Complaints received in the period 1 January to 31 March 2022																												
	Over the 3-month period, a total of 45 complaints were received. The table below details the service area which the complaint was logged under.																												
	<table><tr><th>Complaint Service Area</th><th>No. logged</th></tr><tr><td>Contractors</td><td>6</td></tr><tr><td>Investment</td><td>2</td></tr><tr><td>Repairs</td><td>21</td></tr><tr><td>Other Housing</td><td>3</td></tr><tr><td>Anti-Social</td><td>0</td></tr><tr><td>Rent and Arrears</td><td>1</td></tr><tr><td>Allocations</td><td>1</td></tr><tr><td>Close Cleaning and Backcourt Maintenance</td><td>0</td></tr><tr><td>About a Staff Member</td><td>9</td></tr><tr><td>Landscaping and Garden Maintenance</td><td>0</td></tr><tr><td>Factoring</td><td>1</td></tr><tr><td>Concierge</td><td>1</td></tr><tr><td>Total</td><td>45</td></tr></table>	Complaint Service Area	No. logged	Contractors	6	Investment	2	Repairs	21	Other Housing	3	Anti-Social	0	Rent and Arrears	1	Allocations	1	Close Cleaning and Backcourt Maintenance	0	About a Staff Member	9	Landscaping and Garden Maintenance	0	Factoring	1	Concierge	1	Total	45
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	b) Analysis of complaints responded to in the period January to March 2022																												
	48 complaints were responded to: 37 at Stage 1 (frontline resolution) and 11 at Stage 2 (serious/complex or unresolved at Stage 1). Of the 48 complaints resolved over Q4, 21 (44%) were upheld/partially upheld and 18 (37%) were not upheld. Nine complaints (19%) were classed as resolved. This is a new category outcome recently introduced by the SPSO. A complaint is classed as resolved when both the Association and the customer agree what action (if any) will be taken to provide full and final resolution for																												

the customer, without making a decision about whether the complaint is upheld or not upheld.

Over the period, electronic methods were the preferred method of making a complaint.

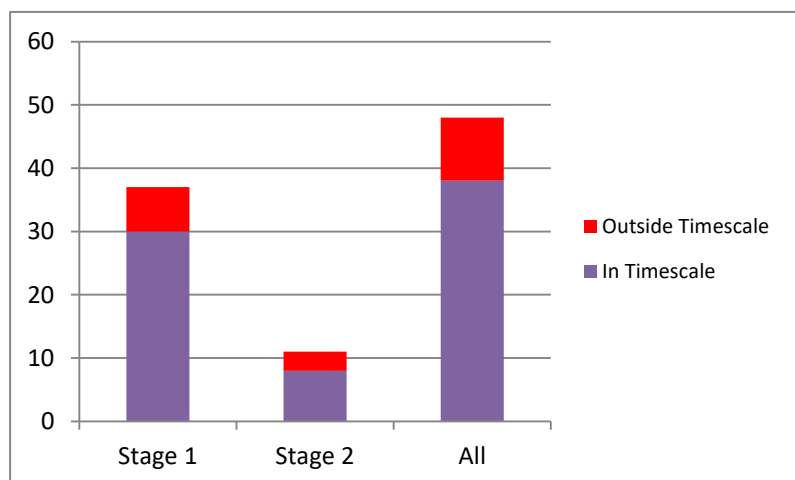


3. Performance v target timescales for dealing with complaints Q4

In total 29 (60%) of complaints were resolved within target timescales. 21 (57%) Stage 1 complaints were responded to in the target timescale (5 days) and 8 (72%) Stage 2 complaints were responded to in the target timescale of 20 days. 11 complaints were granted an extension due to the complex nature of the complaint. If we take into account the revised target date, then 79% of complaints were responded to within timescale.

The average number of days taken to respond to a Stage 1 complaint was 6.19 days and the average number of days taken to respond to a Stage 2 complaint was 28.6 days. The average number of days to respond to Stage 2 complaints was affected by one complaint which was received on 16th September 2021 and not closed until 17th March 2022. This complaint was received from a factored owner in relation to communication and had been held open to allow the owner to respond but as no response was received the complaint was closed.

Complaints resolved in timescales including extensions



4.	You Said, We Did (Complaints made and action taken)
	<p>You Said</p> <p>Tenant was unhappy that a letter had been hand delivered to him regarding possible forced access for gas service when he had previously advised he needed time to book leave from work during office hours to allow access.</p> <p>We Did</p> <p>We apologised for any upset and arranged for the gas service to take place in the evening to allow access. The service was completed and the tenant was happy.</p> <p>You Said</p> <p>Tenant complained that contractors were making a lot of noise in the loft area, dust was coming down into the kitchen and tenant had not been advised that any work was to be carried out.</p> <p>We Did</p> <p>We apologised for our contractor not following the procedure of notifying residents in advance of works. The contractor confirmed they had now sent a letter to all residents affected. In future ng homes will ensure contractors do not omit to advise tenants in advance of all works commencing.</p> <p>You Said</p> <p>Tenant was concerned at the level of rent arrears accrued after succession of tenancy and felt that ng homes was responsible as tenant was unaware of how arrears had occurred.</p> <p>We Did</p> <p>The process for succession of tenancy was discussed and we explained that tenant was responsible for advising DWP of change in circumstances. A suitable repayment plan to be agreed.</p>
5.	Compliments received Q4 2021/22
	<p>As well as receiving complaints, 10 compliments were recorded in our register for Q4. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • High praise to the ng2 cleaning staff who did a great job cleaning back courts and car park area which was an unpleasant job • Thanks for offer of flat • Thanks for mid-market rent property • Thanks to the window repair tradesman who really knew his job and carried out the work efficiently and effectively • Thanks for helping with electricity, really appreciate it.
6.	Complaints received 2021/22
	<p>217 complaints have been received in total over Quarters 1, 2, 3 and 4 and 219 were responded to in the period. 95% of complaints were responded to in SPSO target</p>

	<p>timescales including Stage 1 complaints completed within the extended timescale of 10 days. This reduces to 77% if we do not take the approved extensions into consideration. This compares to 153 complaints received in the previous year with 95% completed within the target timescales including approved extensions which reduces to 77% if we do not include the approved extensions. The average length of time taken over the year to respond to Stage 1 complaints was 5.72 days and 19.56 days for Stage 2 complaints.</p> <p>In addition to the above there was one Stage 2 complaint which was received on 20 January 2020 but not responded to in full until 3rd November 2021. As this complaint was not closed for 1 year and 9 months it has not been included in the average number of days to resolve a Stage 2 complaint as this would skew the result. The complaint was from a factored owner regarding an ongoing roof leak and involved the replacement and removal of 2 flat roofs. The delay in resolution was due to the pandemic and the fact that it was deemed better to wait until the 20-year roof guarantee was received before the complaint was closed.</p>
7.	Recommendation
	Board members are asked to note this report.