

## COMPLAINTS REPORT FOR PERIOD 1<sup>st</sup> JULY– 30<sup>th</sup> SEPTEMBER 2023

### 1. The Total Number of Complaints Received

The table below shows the number of complaints received in the period by complaint type and service:

Service Area	SPSO Stage 1	SPSO Stage 2	Stage 1 escalated to Stage 2	Total
Development	1			1
Housing Services	2		1	3
Planned/cyclical	6		1	7
Repairs	12			12
<b>Grand Total</b>	<b>21</b>	<b>0</b>	<b>2</b>	<b>23</b>

The following table shows the period that the 23 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
July 2023	3			3
August 2023	9		1	10
September 2023	9		1	10
<b>Total</b>	<b>21</b>		<b>2</b>	<b>23</b>

### 2. The number and percentage of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days

The table below shows the number of complaints that were completed in the period and the number on time:

Type	Late	On Time	% on Time
SPSO stage 1	1	20	95%
SPSO stage 2			
Stage 1 escalated to Stage 2		2	100%
<b>Total</b>	<b>1</b>	<b>22</b>	<b>96%</b>

### 3. The average time in working days for a full response to complaints at each stage

The table below shows the average number of days to provide a full response. The completion timescale for a Stage 1 is 5 working days and a Stage 2 is 20 working days.

Type	Average days for full response	Number complaints
SPSO Stage 1	4.71	21
SPSO Stage 2		
Stage 1 escalated to Stage 2	14.00	2
<b>Grand Total</b>	<b>5.52</b>	<b>23</b>

#### 4. The outcome of complaints at each stage

The table below the resolution outcome of each complaint by type.

Outcome	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
Not upheld	9	1		10
Partially Upheld		1		1
Resolved	5			5
Upheld - Contractor service failure	7			7
Upheld - OTHA service failure				
Grand Total	21	2		23

#### 5. Key Points to Note

- We are well within our timescales to complete and one complaint was completed late.

Summary details of some of the complaints were:

- Complaints against staff members
- Complaints against contractors
- Lack of landscaping service
- Unhappy with ongoing issues with repairs
- Complaint regarding rent
- Unhappy with forced access procedure for EICR

#### 6. Compliments

We also record positive feedback and 7 compliments were received in the quarter.

Area	No
Housing Services	5
Planned/Cyclical	
Repairs	4
General	

The compliments were about the helpfulness of staff members and the quality of service provided.

#### 7. Appeals

The Association occasionally deals with Appeals against decisions. These are generally in respect of housing application decisions and no appeals were lodged this quarter.

## **8. Main Themes Arising During this Quarter**

The key theme was:

- Customers unhappy with the new pilot landscaping service.
- On-going repairs

## **9. Issues for Action Plan**

### Repairs

- Further discussions with contractor regarding ongoing repairs and keeping tenants updated on progress/completion.

### Landscaping

- Resolve the under-resourcing in the landscaping team (sickness cover and new starts)
- Training for machine operation to be organised asap
- Landscaping supervisor to provide weekly attendance route
- Landscaping supervisor to provide information on site visits and works undertaken

- Further discussions with contractor regarding on-going repairs

**Key Recommendations** - Contents of the report for noting.