

COMPLAINTS REPORT FOR PERIOD 1ST JULY TO 30TH SEPTEMBER 2024

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
Factoring				0
Housing Services	3	1	1	5
Planned/cyclical	4		1	5
Repairs	4			4
Grand Total	11	1	2	14

The following table shows the period that the 13 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
July 2024	4			4
August 2024	2	0		2
September 2024	5	1	2	8
Total	11	1	2	14

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	9	100%
SPSO stage 2		0	100%
Stage 1 escalated to Stage 2		1	100%
Total	1	10	100%

Although 14 complaints were received in the period, 3 complaints were not due for completion until the following quarter.

The late complaint was in relation to a planned and cyclical matter.

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	4.80	10
SPSO Stage 2	0	0
Stage 1 escalated to Stage 2	2.00	1
Grand Total	4.55	11

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	7	0	2	9
Partially Upheld	1			1
Resolved	1			1
Upheld - Contractor service failure	1			1
Upheld - OTHA service failure				
Grand Total	10	0	2	12

5. Key Points to Note

- Neither of the Stage 1 escalated to Stage 2 complaints were upheld.

Summary details of some of the complaints were:

- Poor Service
- Unhappy with outcome of stage 1 complaint
- Unhappy with new boiler
- Length of time to take to resolve damp issue
- Rubbish left by contractor

6. Compliments

We also record positive feedback and 3 compliments were received in the quarter.

Area	No
Corporate	0
Housing Services	0
Planned/Cyclical	1
Repairs	2

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:

- There was no main themes arising this quarter.

9. Issues for Action Plan

- The complaint that was upheld, the contractor cleaned the tenant's carpet. The damage was caused by a leak from the new boiler they installed.