

COMPLAINTS REPORT FOR PERIOD 1st OCTOBER – 31st DECEMBER 2022

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
Housing Services	1	1		2
Repairs	30	1		31
ICHR		1	1	2
Factoring		1		1
Planned/Cyclical		1	1	2
Development	1			1
Total	32	5	2	39

The following table shows the period that the 26 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
October 2022	12	2	2	16
November 2022	15	1		1
December 2022	5	2		7
Total	32	5	2	39

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

- 2 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	0	32	100%
SPSO stage 2	1	3	75%
Stage 1 escalated to Stage 2	0	2	100%
Total	1	37	97%

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	3.50	32
SPSO Stage 2	13.75	4
Stage 1 escalated to Stage 2	3.50	2
Grand Total	4.58	38

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	8	2	1	11
Partially upheld	2	2	1	5
Resolved	4			4
Upheld - Contractor Service Failure	16			16
Upheld - OTHA Service Failure	2			2
Total	32	4	2	38

5. Key Points to Note

- 50% of the complaints related to contractor service failure and were upheld. This is in relation to ongoing poor and/or lack of communication from Consilium.
- 25% of the complaints recorded were not upheld.
- The average days to respond in full were comfortably within the timescales of 5 and 20 working days.
- Summary details of some of the complaints other than Consilium were:
 - Owner lack of understanding on their responsibilities as an owner where their property suffers water ingress from the property above.
 - Tenant expressing increased frustration in planned maintenance programmes being delayed due to COVID-19.
 - Tenant unhappy with the manner in which a staff member spoke to them.

6. Compliments

We also record positive feedback and 10 compliments were received in the quarter.

- 5 for housing service
- 5 for maintenance services

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 number of complaints received has increased significantly in the quarter with the key themes being:

- Ongoing poor communication to the tenants from the reactive contractor.
- Ongoing issues with quality of workmanship for works carried out.
- Repair timescales not being achieved.

9. Issues for Action Plan

Due to the on-going poor performance being delivered by Consilium other options are being explored with a view to replacing Consilium. Although Consilium have acknowledged their poor performance and made assurances that matters will improve, it is not envisaged that this will be forthcoming.

This matter has been added to the Action Plan for the Maintenance Manager to progress.