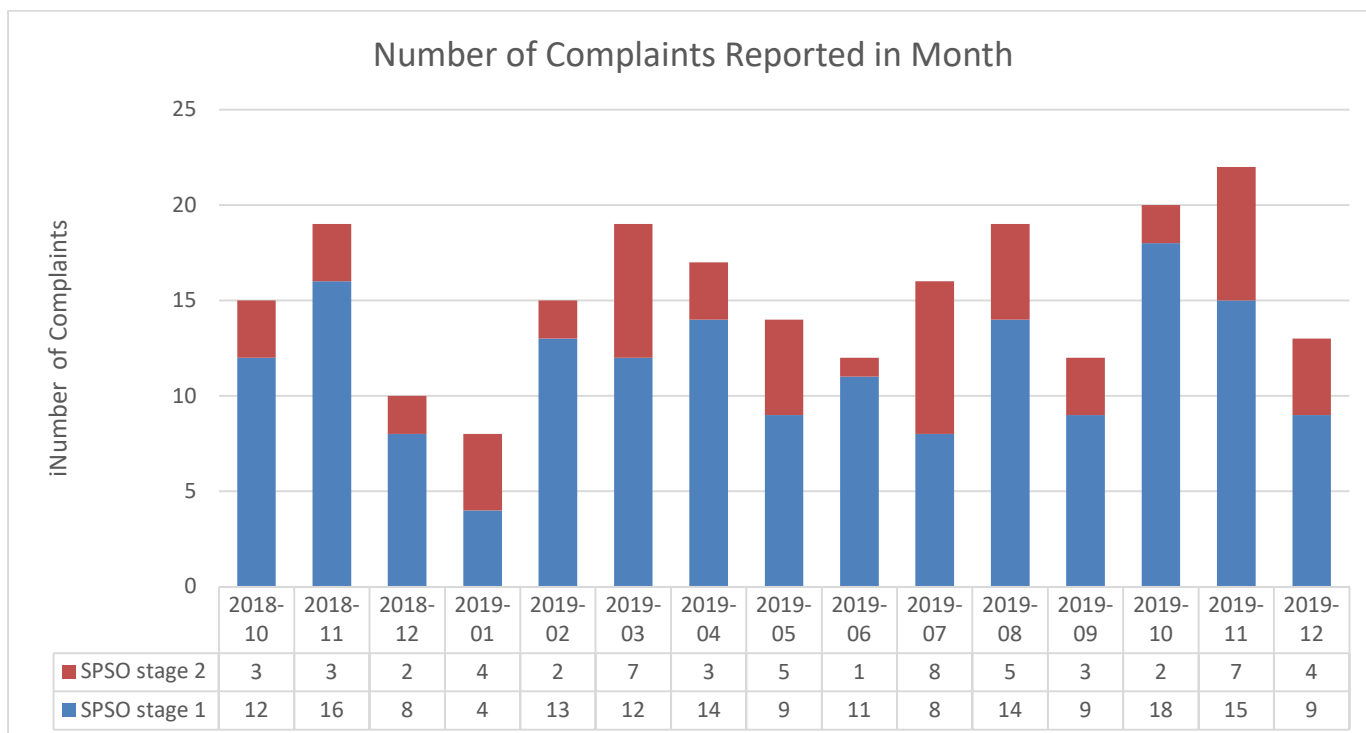


## Complaints Report

### 1. Performance in Quarter – Quarter 3 2019-20 October to December 2019

#### Number of SPSO Complaints



There was a spike in stage 1 complaints in October & November remaining relatively high for the time of year in December particularly for housing services some of which related to changes in the ICHR service. There have been some surveys carried out which prompts additional complaints from comments received.

#### Outcome of Complaints in Quarter 3

Outcome	SPSO stage 1	SPSO stage 2	Total
Refuted	24	10	34
Upheld - Contractor service failure	11	2	13
Upheld - OTHA service failure	8	3	11
<b>Grand Total</b>	<b>43</b>	<b>15</b>	<b>58</b>

The % of complaints upheld in the quarter is 44% for stage 1 complaints and 80% for stage 2.

The range of issues raised in complaints was wide this quarter. Apart from standard issues with factoring, repairs, estate management complaints handling and some minor planned maintenance issues, they included some of the following:

- IT blip on web portal – showing wrong account balance
- Concern re staff members email being visible as a privacy breach on tenant portal communications – this was refuted.
- ICHR service – teething problems with disaggregated service
- Privacy breach where support workers details were passed on and taken to be tenant's details. The main issue was forwarding on an email trail so that irrelevant information was passed on when it shouldn't have been.

- Landscaping issues – various including removal of wrong tree,
- Lift repair timescales – several complaints.
- Allocations policy regarding rent arrears & transfer quota
- Out of hours service – timescale and wrong trade sent
- Complaint re policy on tenants responsibility to rehang door removed for new carpet laying
- Drainage works – not cost effective to carry out works
- Staff attitude – multiple complaints for one staff member who has since parted company with OTHA
- Lack of contact after request for information on arrears
- Enforced removal of belongings after eviction
- Lack of 4 bedroom homes being available
- Void repairs – issues with buzzing for access and delays in works
- No access to close after replacement of controlled entry when tenant on holiday

## 2. **Issues for Action Plan**

A number of issues for the action plan were identified:

- A bug on portal had to be fixed.
- Project to improve identification of trees under OTHA management.
- Better tracking of quotes to avoid delays in issuing works orders
- Service contracts including lifts –project to seek a single provider to maintain lifts to standardise service levels and give more consistency over response times.
- Better communication on estate management visits to make tenants aware of our response – for example leaving a card to demonstrate that we have attended.
- Policy on carpets and tenants' responsibilities to be reiterated in newsletter article.
- Tool box talk reminder to wear overshoe protection.
- Team discussion re customer care standards re call back response.
- Our teams met to discuss what access information is required where additional contacts required for repair. Confirmation that it is unnecessary to include details about nature of support given to a tenant. Also, issue of emails being forwarded on causing risk of data breach – discussion at staff meeting
- Access procedure after c/e installation.