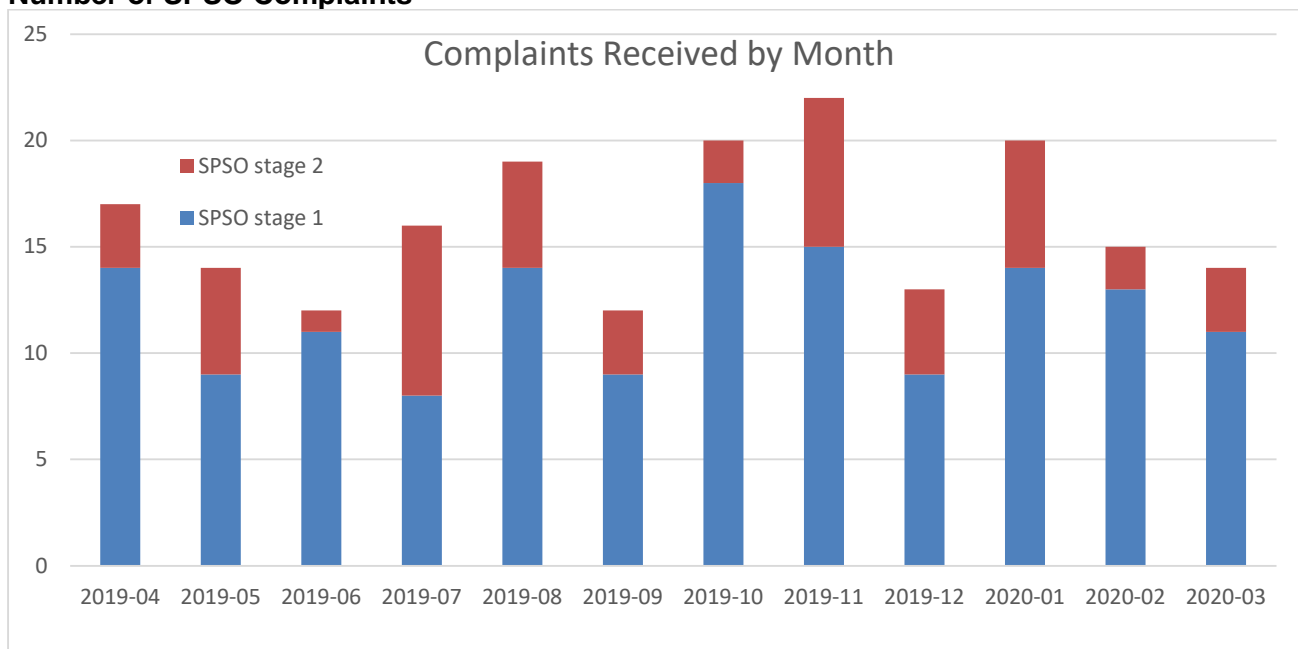


Complaints Report

1. Performance in Quarter – Quarter 4 2019-20

Number of SPSO Complaints



There was an increase in complaints in January after a low number in December. This is a seasonal pattern.

Outcome of Complaints in Quarter 4

Type	Number
SPSO Stage 1	38
Refuted	21
Upheld - Contractor service failure	8
Upheld - OTHA service failure	9
SPSO Stage 2	12
Refuted	6
Upheld - Contractor service failure	2
Upheld - OTHA service failure	4
Total	50

The percentage of complaints upheld in the quarter is 45% for stage 1 complaints (44% last Qtr.) and 50% for stage 2(80% last Qtr.).

The range of issues raised in complaints (other than routine issues about repairs or other areas of service) was as follows:

- An ongoing neighbour dispute led to several complaints and counter complaints from each of the parties about complaints handling.
- Defects and planned maintenance issues regarding contractor issues came up in several cases.
- One complaint about the common TV aerial not supporting SkyQ.

- Letting issues were raised including condition of the property at the time of let, issues about viewing during the repair period being unsafe & delay in property being ready.
- Lift being out of order during the Xmas office closure – this was the subject of adverse publicity over the holiday period and the complaint was taken from the press coverage.
- The attitude or behaviour of staff came up in three cases and in one case was upheld.
- A request for use of yellow paper under our communication guidelines was not met.
- Issues with MPS service came up with missed appointments, delays in carrying out work and failure to attend an out of hours repair. There was also an issue with the phone line for contacting MPS out of hours.
- One complaint about the repairs service reduction during lockdown was received. Lockdown happened from 21st March 2020 at the end of the quarter.
- One complaint about the rent increase.
- Incorrect calculation of refund at EOT – this seems to have been a result of the leap year.

2. Issues for Action Plan

A number of issues for the action plan were identified:

- Improvement to out of hours service contracts and communication with staff during office closure.
- Procedure update for refunds at EOT.
- Communication on yellow paper – it turned out that the correct format had been used for a later letter, but due to the emergency issue (requiring quick issue of the lockdown letter), the wrong format had been used initially. The procedures were effective in normal circumstances so no further action other than an apology was required.