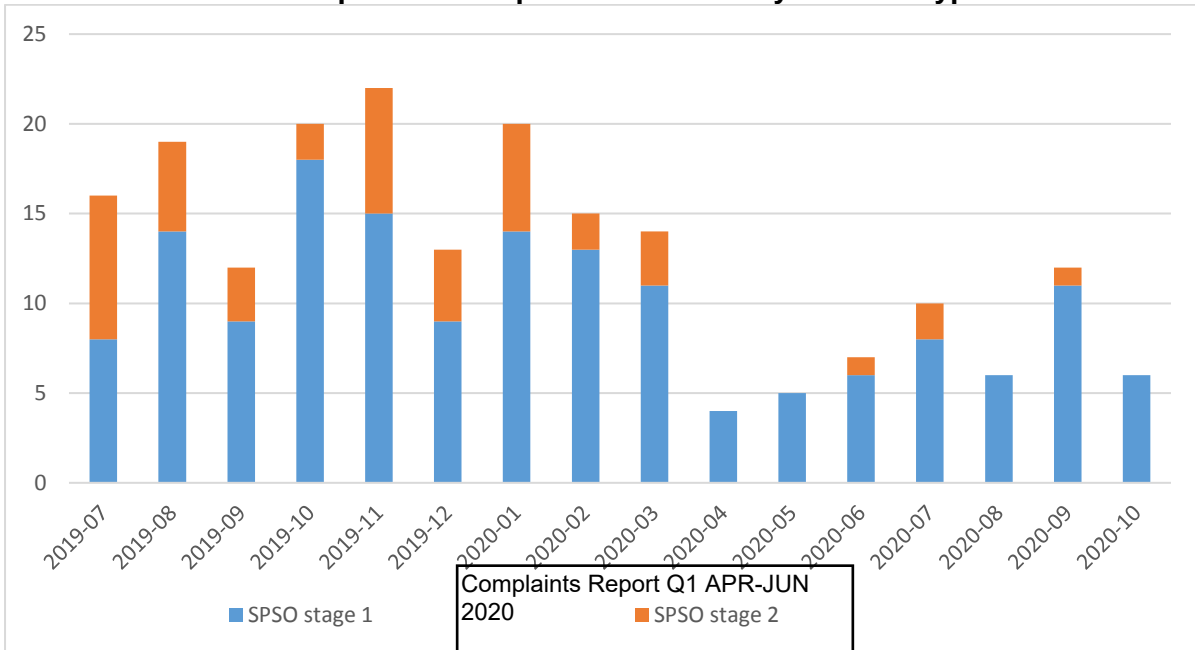


COMPLAINTS REPORT JULY TO SEPTEMBER 2020

Performance in Quarter

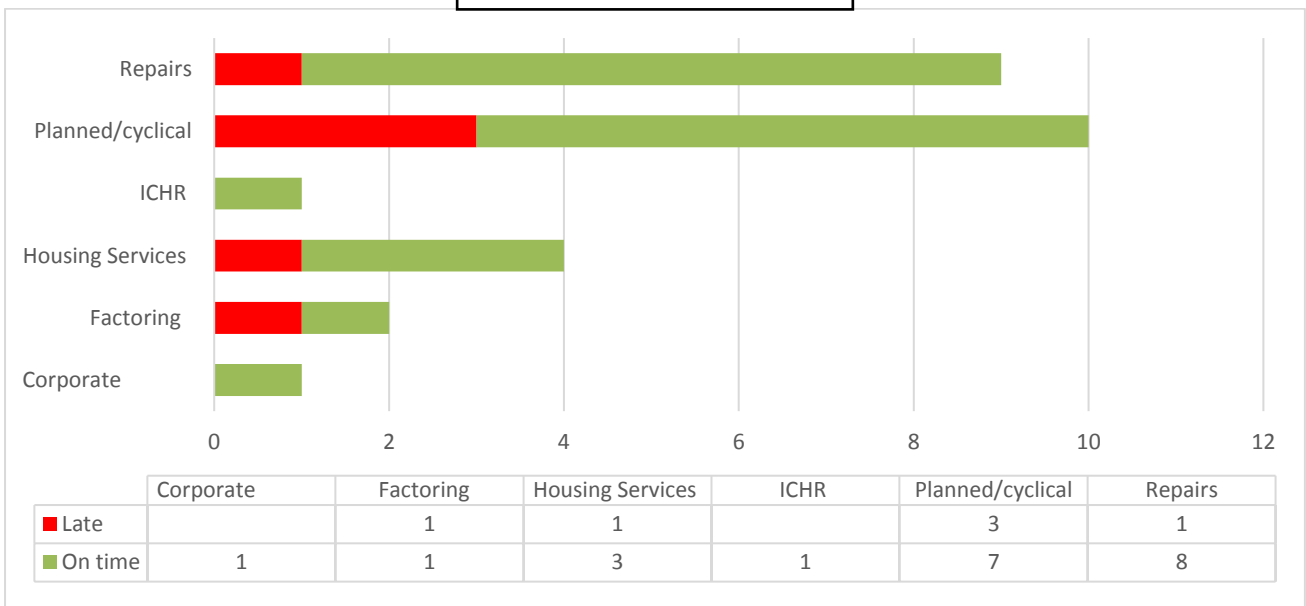
Number of Service Complaints: Complaints Received by month & type



Complaints have remained at low numbers since reduced services due to the pandemic.

During the quarter, 8 compliments were also recorded, 6 for housing services and 2 for repairs services..

Performance: Complaints Handling Late/on time by Service



Outcome of Complaints in Quarter

Outcome	SPSO stage 1	SPSO stage 2
Refuted	19	2
Upheld - Contractor service failure	5	
Upheld - OTHA service failure		1
Grand Total	24	3

One complaint was upheld as an OTHA service failure. The complainant was unhappy with the lack of public liability insurance for owner occupiers for open space areas, but on investigation, it was confirmed that as OTHA owned the land, any liability lies with OTHA and not owners. We agreed that the initial advice given was incorrect.

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

Content of Complaints

Subject matter of complaints was as follows:

- Landscaping issues as service resumed and general service disruption due to lockdown
- Condition of Maple Road property and enquiry re future plans for the area
- Out of hours services – no response to call from temporary contractor providing services.
- Factoring clarification about title deeds and another about public liability insurance
- Anti-social behaviour, allocations and repairs all featured in more typical complaints about service.
- Failure of zoom link for one AGM attendee

Issues for Action Plan

A number of issues for the action plan were identified:

- Information on landscaping service to be published.
- Information update on Maple Road plans to be provided to residents in the area.
- Training or information for finance staff on insurance and title deeds clarification