

COMPLAINTS REPORT FOR PERIOD 1st JANUARY – 31st MARCH 2023

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
Development	1			1
Housing Services	2	3	1	6
Planned/cyclical	2			2
Repairs	26	4	2	32
Grand Total	31	7	3	41

The following table shows the period that the 41 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
January 2023	14	2	1	17
February 2023	7	4	2	13
March 2023	10	1		11
Total	31	7	3	41

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	2	27	93%
SPSO stage 2	0	8	100%
Stage 1 escalated to Stage 2	0	3	100%
Total	2	38	95%

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	4.76	29
SPSO Stage 2	17.88	8
Stage 1 escalated to Stage 2	2.67	3
Grand Total	7.23	40

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	12	4	2	18
Partially Upheld	5	3		8
Resolved	2	1		3
Upheld - Contractor service failure	10			10
Upheld - OTHA service failure			1	1
Grand Total	29	8	3	40

5. Key Points to Note

- 25% of the complaints related to contractor service failure and were upheld. This was mainly due to an increase in delays in responding to and resolving heating repairs. Our gas contractor was short staffed during the winter months and struggling to attend reactive repairs on time as well as carry out our annual gas safety inspections.
- 45% of the complaints recorded were not upheld.
- Although there was an increase in the time taken to provide a full response from previous quarters, the average days to respond in full were still within the timescales of 5 and 20 working days.
- Summary details of some of the complaints were:
 - Tenants expressing increased frustration in planned maintenance programmes being delayed due to COVID-19.
 - Tenants unhappy with the manner in which a staff member spoke to them.
 - Refusal of alteration requests
 - Defects in newbuild properties
 - Failed appointments with gas contractor
 - Out of Hours service delays

6. Compliments

We also record positive feedback and 4 compliments were received in the quarter.

- 2 for housing service
- 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 key theme was:

- No heat/hot water repair timescales not being achieved.

9. Issues for Action Plan

Alternative reactive repairs contractors are now in place and improvements in performance and customer service are already being seen.

The Action Plan for 2022-23 will be reviewed as part of the Annual Complaints Review which will be published on the Association's website and made available to customers on request.