

COMPLAINTS REPORT FOR PERIOD 1st OCTOBER – 31st DECEMBER 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
Factoring	1			1
Housing Services	2			2
Planned/cyclical	3		2	5
Repairs	20		3	23
Grand Total	26		5	31

The following table shows the period that the 31 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
October 2023	8		1	9
November 2023	10			10
December 2023	8		4	12
Total	26		5	31

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		31	100%
SPSO stage 2		1	100%
Stage 1 escalated to Stage 2		3	100%
Total		35	100%

There were 4 complaints that were received in the previous quarter and due for completion in this quarter hence the total complaints completed is 35.

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	4.00	23
SPSO Stage 2		
Stage 1 escalated to Stage 2	12.33	3
Grand Total	4.96	26

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	10
Partially Upheld	4	1	1	6
Resolved	7			7
Upheld - Contractor service failure	12			12
Upheld - OTHA service failure				
Grand Total	31	1	3	35

5. Key Points to Note

- No complaint was upheld as Association failure.

Summary details of some of the complaints were:

- Water ingress from above or external
- Boiler repairs
- Repair delays
- Landscaping service

6. Compliments

We also record positive feedback and 8 compliments were received in the quarter.

Area	No
Housing Services	4
Planned/Cyclical	1
Repairs	3

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:

- As expected at this time of the year boiler repairs increase and replacement parts are not always readily available. Although temporary heaters are offered this is not always appreciated as there is concerns around increased electricity costs.
- Owner expectations on landscaping service.
- Tenants complaining about response times although repair completed within timescale (tenants are kept updated with timescales where there are delays out with the Association's control).

9. Issues for Action Plan

- We will run an article in our next newsletter to remind tenants on our timescales on reactive repairs and in particular our procedure regarding inoperable boilers.