

COMPLAINTS REPORT JANUARY TO MARCH 2021

Performance in Quarter

Number of Service Complaints: Complaints Received by month & type

32 SPSO Stage 1 & 2 Complaints were received in the period. The table below shows the trend in the last 12 months.

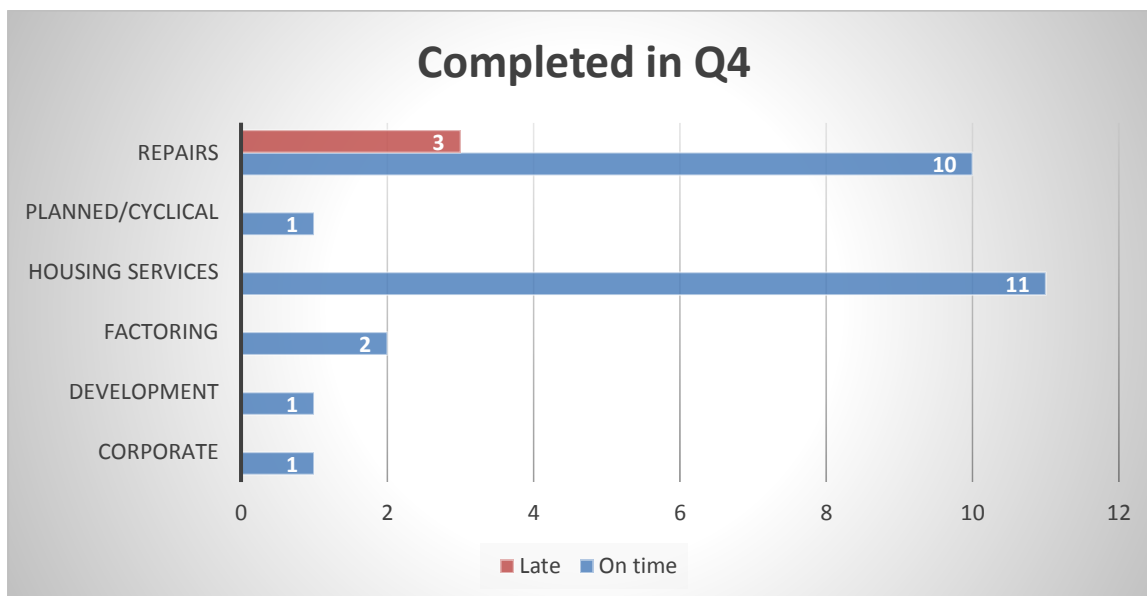


Complaints had reduced due to the pandemic, but have increased again to pre-pandemic levels

During the quarter, 5 compliments were also recorded, all for Housing Services (including ICHR)

Performance: Complaints Handling Late/on time by Service

29 SPSO Stage 1 & 2 complaints were resolved in the quarter January to March 2021, all but 3 of which were on time.



Outcome of Complaints in Quarter

Outcome	SPSO stage 1	SPSO stage 2
Refuted	16	8
Upheld - Contractor service failure	2	0
Upheld - OTHA service failure	2	1
Grand Total	20	9

5 complaints were upheld, two were Contractor Service Failures and 3 were upheld as an OTHA service failure. Details of the OTHA service failures were:-

- A tenant was unhappy with the approach taken by Housing Services in respect of arrears action. Although the correct action had been taken, it was acknowledged that a more personal approach would have been helpful and the complaint was upheld.
- The owner of a property had been incorrectly addressed (wrong title used in correspondence). An apology was given and details amended to ensure correct title used in future.
- An email request for information had not been responded to. On investigation it transpired that the email had been quarantined in the Association's email filter. Action taken to ensure future emails received and an apology given.

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:

- Issues with boilers/heating etc
- Appointments not being kept
- Gas servicing procedure for no access
- Complaints about windows/water ingress
- The handling and/or outcome of neighbour complaints
- The allocation of properties

Issues for Action Plan

No specific issues for the action plan were identified in this quarter