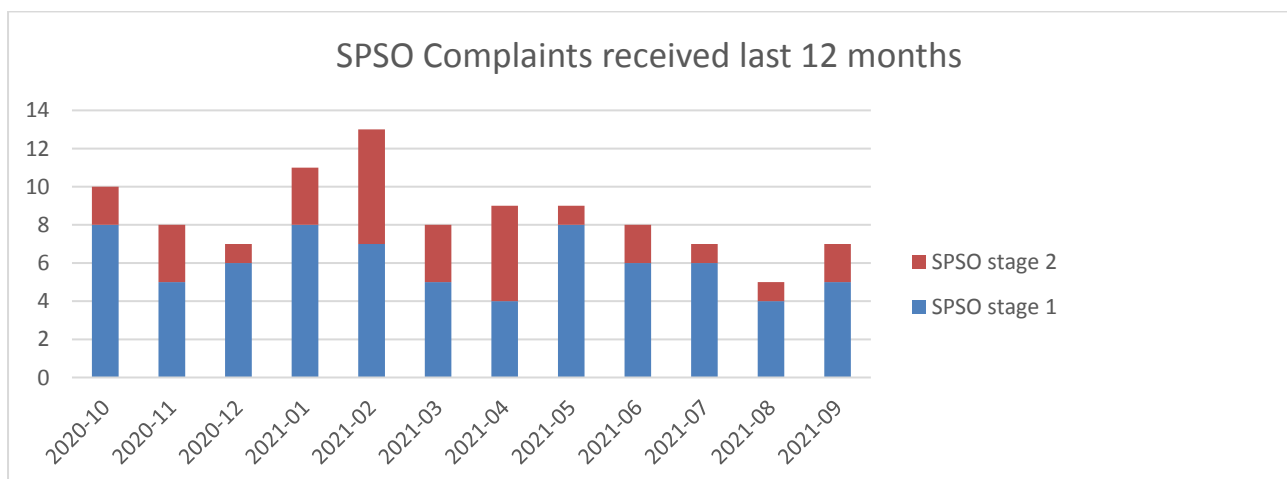
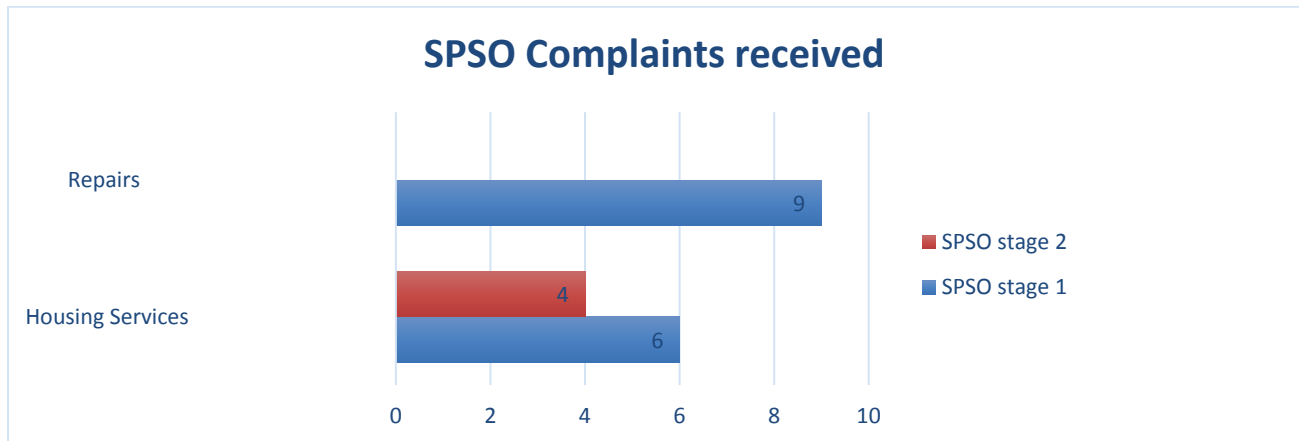


COMPLAINTS REPORT - JULY TO SEPTEMBER 2021

Performance in Quarter

Number of Service Complaints: Complaints Received by month & type

19 SPSO Stage 1 & 2 Complaints were received in the period. The tables below show the complaints received in the quarter by service and also the overall trend over the last 12 months.



During the quarter, 9 compliments were also recorded, 6, for Housing Services, 2 for Repairs and 1 for Factoring.

Performance: Complaints Handling Late/on time by Service

17 of the 19 SPSO Stage 1 & 2 complaints received were resolved in the quarter and all were on time.

Outcome of Complaints in Quarter

Outcome	SPSO stage 1	SPSO stage 2
Resolved	3	0
Partially Upheld	0	0
Not Upheld	8	3
Upheld - Contractor service failure	3	0
Upheld - OTHA service failure	0	0
Grand Total	14	3

3 complaints were upheld, all were contractor service failures. Two were complaints that the reactive repairs contractor missed arranged appointments and one complaint was about the standard of work carried out by a contractor appointed by our insurance company.

In all cases, discussions took place with the contractor and the Association's expectations of service reinforced.

Content of Complaints

A summary of the subject matter of complaints was as follows:

- Close decoration
- Poor standard of repairs
- Pest infestation
- Complaints about staff's manner
- Damage to flooring
- Contractors not keeping appointments
- Annual gas servicing procedure
- Void property not advertised on ICHR
- The handling and/or outcome of neighbour complaints
- The allocation of properties
- Water ingress

Issues for Action Plan

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