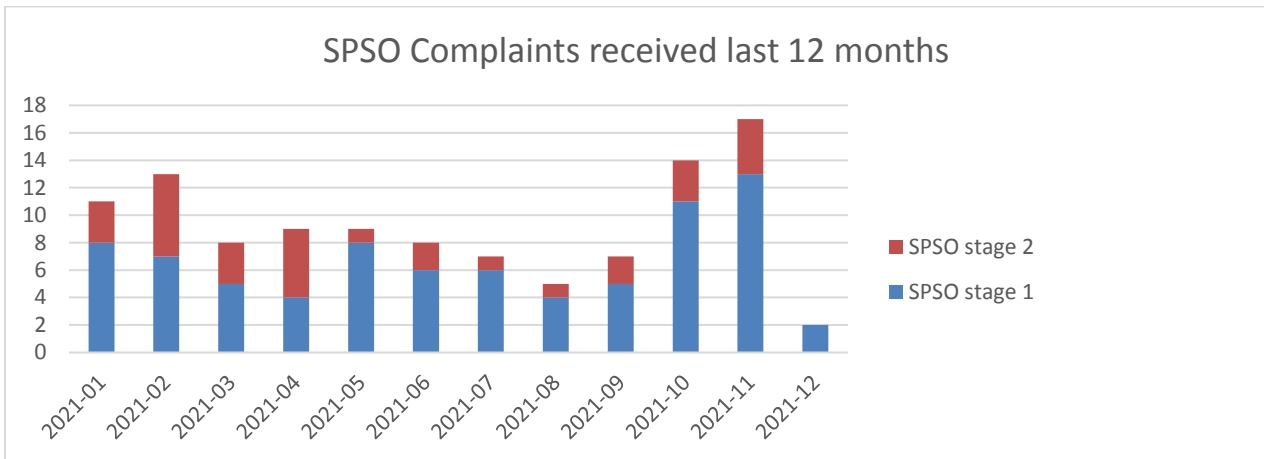
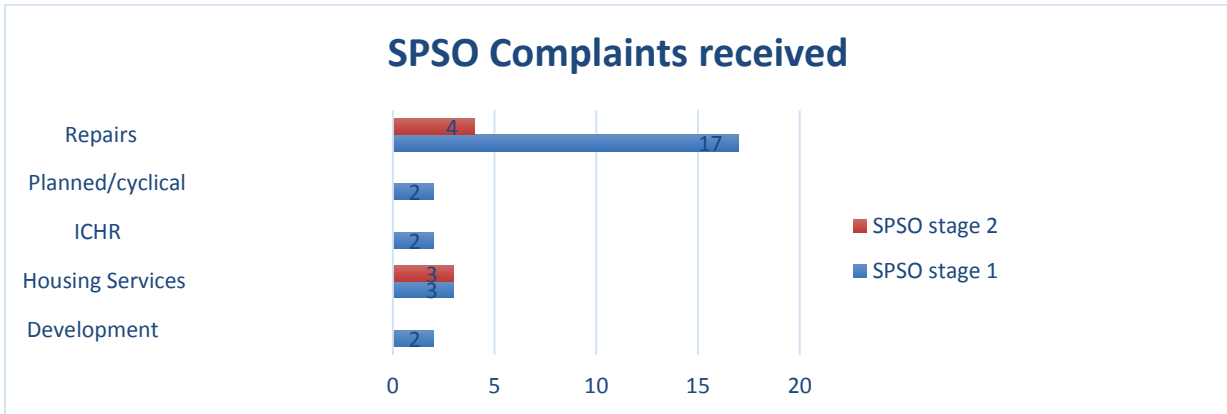


COMPLAINTS REPORT – OCTOBER TO DECEMBER 2021

Performance in Quarter

Number of Service Complaints: Complaints Received by month & type

33 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.



There was a sharp increase in the number of complaints received in October and November 2021. This was due to a number of factors but was mainly due to a new reactive repairs and void contract being put in place and staff and material shortages made it more difficult to carry out works on time and to a high standard.

On top of the labour shortage, contractors are finding it extremely difficult to retain and recruit suitably experienced tradesmen as they have moved onto other sectors hence the drop in quality and workmanship. Both our reactive and void contractors are working hard to address this serious issue.

It has to be acknowledged that it has been a difficult time for staff and customers. The prolonged periods of restrictions and delays to works as a result of Covid 19 is having an impact and it has sometimes been difficult to maintain the levels of customer service expected by customers.

There was a noticeable reduction in complaints received in December 2021 which is positive.

During the quarter, 7 compliments were also recorded, 5 for Housing Services and 2 for Repairs.

Performance: Complaints Handling Late/on time by Service

A total of 35 SPSO Stage 1 & 2 complaints were resolved in the quarter and all were on time.

Outcome of Complaints in Quarter

Outcome	SPSO stage 1	SPSO stage 2
Resolved	4	1
Partially Upheld	1	2
Not Upheld	11	5
Upheld - Contractor service failure	9	0
Upheld - OTHA service failure	2	0
Grand Total	27	8

11 complaints were upheld, 9 were contractor service failures and 2 were OTHA service failures.

The OTHA service failures were both cases where errors had been made by different members of staff. One occurred when an ICHR application was being checked and the other concerned a direct debit payment being taken twice. In both cases the errors were remedied as soon as possible and an apology given to the tenant and applicant.

The nature of the contractor service failures varied. They included

- Poor workmanship
- Damage to decoration
- Mess left behind by contractor
- Appointments not being kept
- Attitude of contractor

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:

- Poor standard of workmanship
- Length of time to complete repairs
- Pest infestation
- Complaints about staff's manner
- Complaints about contractor's manner
- Disruption to neighbours from new build developments
- Damage to household items – compensation requested
- Contractors not keeping appointments
- Standard of decoration of void
- The handling and/or outcome of neighbour complaints
- The allocation of properties
- Error in processing housing application
- Water ingress

Issues for Action Plan

The following items raised in this quarter were added to the Action Plan 2021-22.

- Standard letters and leaflets to be developed in respect of pest infestation to give information and advice on what to look out for and what action to take if an infestation is present.
- Regular reports are being run and weekly meetings being held with reactive contractor to keep on top of jobs where there are materials on order and tenant no accesses. Tenants are being kept updated where materials are on order and if there are any further delays being experienced.
- Where it is felt necessary, then two Maintenance Officers will be attending pre inspections in order to manage tenant expectations and protect staff from vexatious complaints.