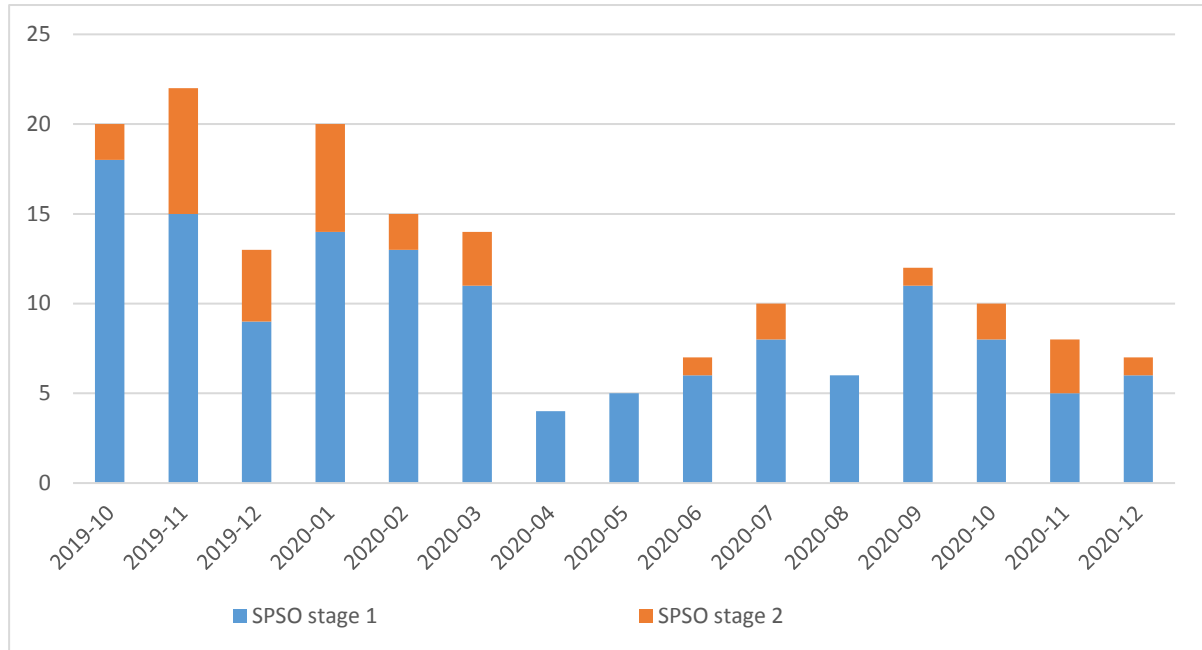


COMPLAINTS REPORT OCTOBER TO DECEMBER 2020

Performance in Quarter

Number of Service Complaints: Complaints Received by month & type

25 SPSO Stage 1 & 2 Complaints were received in the period.

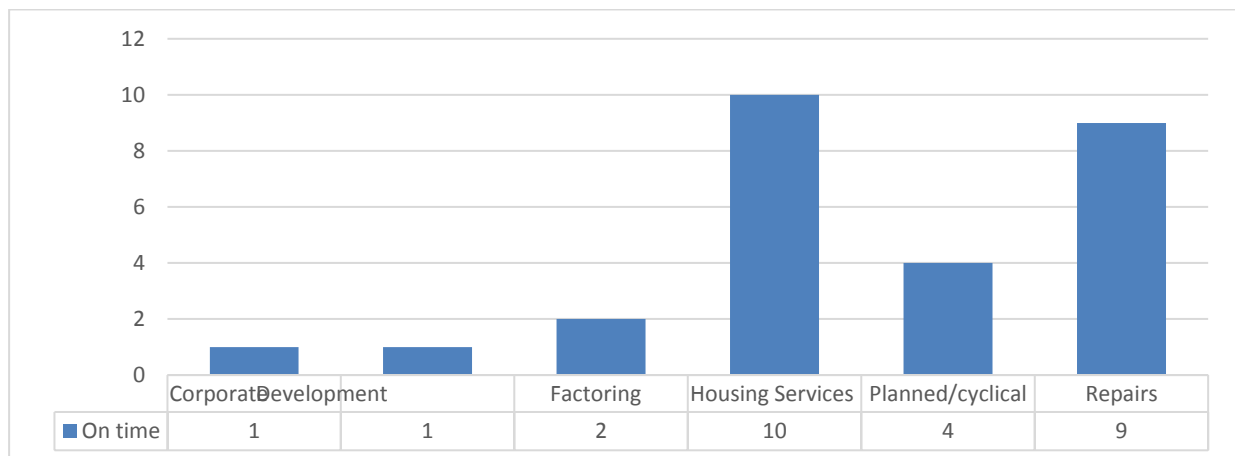


Complaints have remained at low numbers since reduced services due to the pandemic.

During the quarter, 13 compliments were also recorded, 8 for Housing Services (including ICHR), and 5 for the Repairs Service.

Performance: Complaints Handling Late/on time by Service

27 SPSO Stage 1 & 2 complaints were resolved in the quarter October to December 2020, all on time.



Outcome of Complaints in Quarter

Outcome	SPSO stage 1	SPSO stage 2
Refuted	17	5
Upheld - Contractor service failure	1	
Upheld - OTHA service failure	2	2
Grand Total	20	7

5 complaints were upheld, one was a Contractor Service Failure and 4 were upheld as an OTHA service failure. Details of the OTHA service failures were:-

- A repair had not been attended to due to Covid 19 restrictions as had been classified as routine instead of urgent. Repair now carried out.
- Complaint about the quality of several repairs. Some were refuted but there was once repair where communication from the contractor could have been improved and one item where communication from the Association could have improved so the complaint was upheld as a OTHA service failure.
- Complaint that the notification of a small balance on a rent account and the subsequent delay in issuing a reminder had caused them undue stress. The complaint was upheld at SPSO Stage 1 and an apology given.
- The same complaint was raised at SPSO Stage 2 and a further 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:

- The handling and/or outcome of neighbour complaints
- The allocation of properties – these were in relation to larger size houses, which are in very short supply but for which there is very high demand.
- An essential planned lift repair resulted in it being out of use for a period of time
- Delays to repairs and landscaping issues due to Covid 19 restrictions
- Factoring issues – disputing of common repairs, landlord supply costs
- Defects in new build properties
- Disputing that phone call returned

Issues for Action Plan

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