



## 9.0 Complaints Monitoring – October to December 2017

The following information relates to complaints recorded between 01/10/17 and 31/12/17.

### 9.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
<b>Stage 1 (frontline)</b>	20 (90.9%)	1 (4.5%)	22 (88%)	1 (4.55%)	0 (0%)
<b>Stage 2 (investigation)</b>	3 (100% )	0 (0%)	3 (12%)	0 (0%)	0 (0%)
<b>Total</b>	<b>23 (100%)</b>	<b>1 (4%)</b>	<b>25 (100%)</b>	<b>1 (4%)</b>	<b>0 (0%)</b>

The following table shows a comparison between the current and previous 3 month period:

STAGE	July - Sept 2017	Oct - Dec 2017	July - Sept 2017	Oct - Dec 2017

	Social Rented	Social Rented	Managed Properties	Managed Properties
<b>1</b> <b>(Frontline)</b>	<b>12</b> <b>(92.3%)</b>	<b>20</b> <b>(90.9%)</b>	<b>1</b> <b>(7.7%)</b>	<b>1</b> <b>(4.5%)</b>
<b>2</b> <b>(Investigation)</b>	<b>6</b> <b>(85.7%)</b>	<b>3</b> <b>(100%)</b>	<b>1</b> <b>(14.3%)</b>	<b>0</b> <b>(0%)</b>
<b>TOTAL</b>	<b>18</b> <b>(90%)</b>	<b>23</b> <b>(92%)</b>	<b>2</b> <b>(10%)</b>	<b>1</b> <b>(4%)</b>

**Comment:** The number of overall Complaints increased by 5 compared to the previous quarter (23 complaints processed). The number of Stage 2 complaints decreased by 3 compared to the previous period: a total of 3. The split and volume causes no concern. One complaint related to equality issues and no complaints were escalated from Stage 1 to 2.

**Recommendation: Continue to monitor as necessary.**

## 9.2 Complaint Category

Department	Category	Number received
<b>Corporate services</b>	Finance	-
	Communications	-
	Tenant participation	-
	Governance	-
	Staff conduct	-
<b>Tenant Services</b>	Allocations	1
	Application/allocation	3
	Estate Management	4
	Rent/arrears control	1
	Tenancy enforcement	9
	Factoring	-
	Staff conduct	1

	Development/New Build	-
	Reactive repairs	1
	Planned works	4
	Recharges	1
	Contractor conduct	-
	<b>Total</b>	<b>25</b>

**Comment:** The breakdown of complaints by department and category are mainly as one may have predicted. Staff are not unduly concerned about the volume or split of categories.

**Recommendation:** Continue to monitor as necessary.

### 9.3 Complaint Outcomes

Stage	Responded to in full	Upheld	Not upheld
<b>Stage 1 (frontline)</b>	22 (100%)	2 (9.1%)	20 (90.9%)
<b>Stage 2 (investigation)</b>	3 (100%)	1 (33.3%)	2 (66.7%)

Stage	Average response	Responded within target	Extension authorised
<b>Stage 1 (frontline- 5 day target)</b>	3.0 days	18 (81.8%)	0 (0%)
<b>Stage 2 (investigation- 20 day target)</b>	13.7 days	3 (100%)	0 (0.0%)

**Comment:** The term 'responded to in full' is where the landlord has either met the service user's expectations or, where this is not appropriate, provided a full explanation of the landlord's position. Complaints are viewed as upheld and made in the complainant's favour if there is no corroboration or supporting evidence to support otherwise: complaint upheld is the default. Three complaints were upheld during the quarter. For Stage 1 Complaints the average response increased from 1.7 days to 2.3 days. For Stage 2 Complaints, the average response time decreased from 14.1 days, to 13.7 days for this quarter. This is well within the target of 20 days.

**Recommendation: Continue to monitor standard target timescales and when necessary remind staff of the procedure to obtain extension when required from Line Manager.**

#### **9.4 Learning Outcomes**

Learning outcomes will be shared with staff quarterly at the staff meeting following the Committee meeting. Examples of learning outcomes in this quarter are as follows:

- Consider provision of additional paint colours for future kitchen contracts. Only one choice at present.
- To record neighbour complaints in the correct place.

**Recommendation: That Committee members note the learning outcomes outlined above.**