



9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/07/18 and 30/09/18.

9.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	13 (100%)	0 (0%)	13 (92.9%)	0 (0%)	0 (0%)
Stage 2 (investigation)	1 (100%)	0 (0%)	1 (7.1%)	0 (0%)	0 (0%)
Total	14 (100%)	0 (0%)	14 (100%)	0 (0%)	0 (0%)

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

STAGE	April - June 2018 Social Rented	July- Sept 2018 Social Rented	April - June 2018 Managed Properties	July - Sept 2018 Managed Properties
1	17	13	0	0

(Frontline)	(89.5%)	(92.9%)	(0%)	(0%)
2 (Investigation)	2 (10.5%)	1 (7.1%)	0 (0%)	0 (0%)
TOTAL	19 (100%)	14 (100%)	0 (0%)	0 (0%)

Comment: The number of overall Complaints decreased by 5 compared to the previous quarter (14 complaints processed). The number of Stage 2 complaints decreased by 1 compared to the previous period: a total of 1. The split and volume causes no concern. No complaints 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
Corporate services	Finance	-
	Communications	-
	Tenant participation	-
	Governance	-
	Staff conduct	-
Tenant Services	New build issues	-
	Application/allocation	1
	Estate Management	10
	Rent/arrears control	-
	Tenancy enforcement	1
	Factoring	-
	Staff conduct	1
	Development/New Build	-
	Reactive repairs	1
	Planned works	-

	Recharges	-
	Contractor conduct	-
	Total	14

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
Stage 1 (frontline)	13(100%)	1 (7.7%)	12 (92.3%)
Stage 2 (investigation)	1 (100%)	0 (0%)	1 (100%)

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	3.3 days	12 (92.3%)	1 (7.7%)
Stage 2 (investigation- 20 day target)	11 days	1 (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. One complaint was upheld during the quarter. For Stage 1 Complaints the average response increased from 1.6 days to 3.3 days. For Stage 2 Complaints, the average response time

increased from 4.5 days to 11 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:

- Ensure all defects from tenants are forwarded to Contractor when under Defects Liability Period.

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