



## 9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/10/18 and 31/12/18.

### 9.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
<b>Stage 1 (frontline)</b>	21 (100%)	0 (0%)	21 (91.3%)	0 (0%)	1 (4.5%)
<b>Stage 2 (investigation)</b>	1 (50%)	1 (50%)	2 (8.7%)	0 (0%)	1 (50%)
<b>Total</b>	<b>22 (95.7%)</b>	<b>1 (4.3%)</b>	<b>23 (100%)</b>	<b>0 (0%)</b>	<b>1 (100%)</b>

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

STAGE	July - Sept 2018 Social Rented	Oct - Dec 2018 Social Rented	July - Sept 2018 Managed Properties	Oct - Dec 2018 Managed Properties
<b>1</b>	<b>13</b>	<b>22</b>	<b>0</b>	<b>0</b>

<b>(Frontline)</b>	<b>(92.9%)</b>	<b>(91.3%)</b>	<b>(0%)</b>	<b>(0%)</b>
<b>2 (Investigation)</b>	<b>1 (7.1%)</b>	<b>1 (8.7%)</b>	<b>0 (0%)</b>	<b>1 (50%)</b>
<b>TOTAL</b>	<b>14 (100%)</b>	<b>23 (100%)</b>	<b>0 (0%)</b>	<b>1 (50%)</b>

**Comment:** The number of overall Complaints increased by 9 compared to the previous quarter (23 complaints processed). This was due to the Landscape and New Home surveys. The number of Stage 2 complaints decreased by 1 compared to the previous period: a total of 2. The split and volume causes no concern. No complaints related to equality issues and one complaint was 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>	New Build issues	4
	Application/allocation	3
	Estate Management	11
	Rent/arrears control	-
	Tenancy enforcement	2
	Factoring	-
	Staff conduct	2
	Development	-
	Reactive repairs	1

	Planned works	-
	Recharges	-
	Contractor conduct	-
	<b>Total</b>	<b>23</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>	21(100%)	1 (4.8%)	20 (95.2%)
<b>Stage 2 (investigation)</b>	2(100%)	1 (50%)	1 (50%)

Stage	Average response	Responded within target	Extension authorised
<b>Stage 1 (frontline- 5 day target)</b>	2.9 days	21 (100%)	0 (0%)
<b>Stage 2 (investigation- 20 day target)</b>	12 days	1 (50%)	1 (50%)

**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.**