



9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/10/19 and 31/12/19. Three Stage 1 complaints was escalated to a Stage 2.

9.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	37	1	38	0	3
Stage 2 (investigation)	4		4	0	3
Total	41		42	0	3

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

STAGE	July - Sept 2019 Social Rented	Oct - Dec 2019 Social Rented	July - Sept 2019 Managed Properties	Oct - Dec 2019 Managed Properties
1 (Frontline)	25 (96.2%)	37 (90.2%)	1 (3.8%)	1 (2.7%)
2 (Investigation)	1 (100%)	4 (9.75%)	0 (0%)	0 (0%)
TOTAL	26 (96.3%)	41 (97.6%)	1 (3.7%)	1 (2.4%)

Comment: The number of overall complaints increased by 15 compared to the previous quarter (42 complaints processed). There were 4 Stage 2 complaints compared to 2 in the previous period. The split and volume cause no concern. No complaints related to equality issues and 3 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	-
	New Build issues	-

Tenant Services	Application/allocation	3
	Estate Management	15
	Rent/arrears control	1
	Tenancy enforcement	4
	Factoring	1
	Staff conduct	2
	Development	-
	Reactive repairs	7
	Planned works	6
	Recharges	2
	Contractor conduct	1
	Total	42

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)	38 (100%)	20 (52.6%)	18 (47.4%)
Stage 2 (investigation)	4 (100%)	2 (50%)	2 (50%)

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	3.6 days	38 (100%)	0 (0%)
Stage 2 (investigation- 20 day target)	8.8 days	4 (100%)	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. Twenty-two complaints were upheld during the quarter. A number of these related to Close Cleaning and Landscaping. (See 6.5 and 6.6 for more detail). For Stage 1 Complaints the average response slightly increased from 3.3 to 3.6 days. There were 4 Stage 2 Complaints for this period with an average response of 8.8 days.

Recommendation: Continue to monitor standard target timescales.

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:

- Condition of some closes at Colquhoun Street, Forth Street and Clayhills Drive to be discussed with Contractor to improve standards.
- Some general landscaping issues to be discussed with Contractor to improve standards.
- History of rent account to be checked before issuing standard letter for arrears.
- Painting Contractor advised not to paint when windows shut.

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