



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

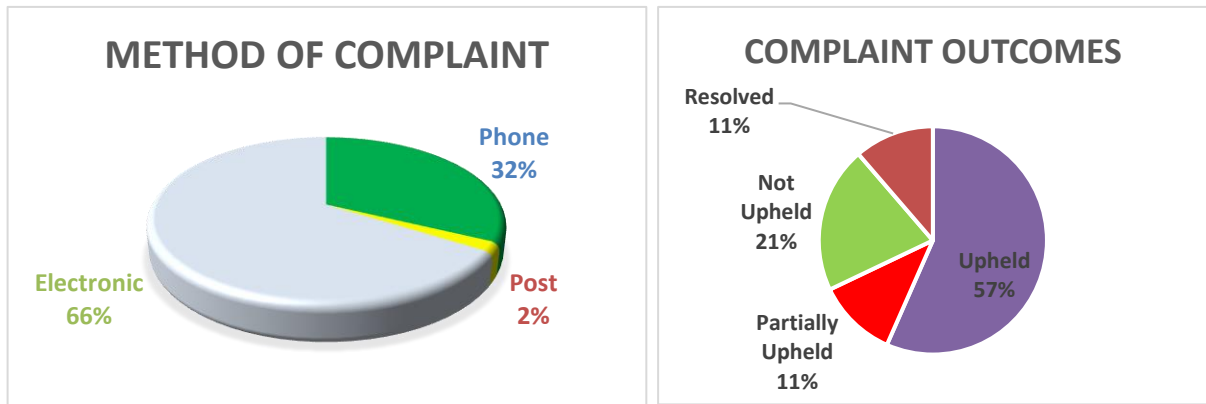
**SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q3 2021/22)**

DATE: 1 February 2022

1.	Introduction																										
	This report updates the Board on complaints and compliments received for the 3-month period; 1 October to 31st December 2021 (Q3).																										
2.	Complaints Monitoring Q3 2021/22																										
	<p>a) Analysis of Complaints received in the period 1 October to 31 December 2021</p> <p>Over the 3-month period, a total of 56 complaints were received. The table below details the service area which the complaint was logged under.</p> <table border="1"> <thead> <tr> <th>Complaint Service Area</th> <th>No. logged</th> </tr> </thead> <tbody> <tr> <td>Contractors</td> <td>16</td> </tr> <tr> <td>Investment</td> <td>7</td> </tr> <tr> <td>Repairs</td> <td>16</td> </tr> <tr> <td>Other Housing</td> <td>6</td> </tr> <tr> <td>Anti-Social</td> <td>4</td> </tr> <tr> <td>Rent and Arrears</td> <td>0</td> </tr> <tr> <td>Allocations</td> <td>1</td> </tr> <tr> <td>Close Cleaning and Backcourt Maintenance</td> <td>0</td> </tr> <tr> <td>About a Staff Member</td> <td>4</td> </tr> <tr> <td>Landscaping and Garden Maintenance</td> <td>1</td> </tr> <tr> <td>Factoring</td> <td>1</td> </tr> <tr> <td>Total</td> <td>56</td> </tr> </tbody> </table> <p>b) Analysis of complaints responded to in the period October to December 2021</p> <p>53 complaints were resolved; 47 at Stage 1 (frontline resolution) and 6 at Stage 2 (serious/complex or unresolved at Stage 1). Of the 53 complaints resolved over Q3, 36 (68%) were upheld/partially upheld and 11 (21%) were not upheld. Six complaints (11%) were classed as resolved. This is a new category outcome recently introduced by the SPSO. A complaint is classed as resolved when both the Association and the customer agree what action (if any) will be taken to provide full and final resolution for</p>	Complaint Service Area	No. logged	Contractors	16	Investment	7	Repairs	16	Other Housing	6	Anti-Social	4	Rent and Arrears	0	Allocations	1	Close Cleaning and Backcourt Maintenance	0	About a Staff Member	4	Landscaping and Garden Maintenance	1	Factoring	1	Total	56
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the customer, without making a decision about whether the complaint is upheld or not upheld.

Over the period, electronic methods were the preferred method of making a complaint.

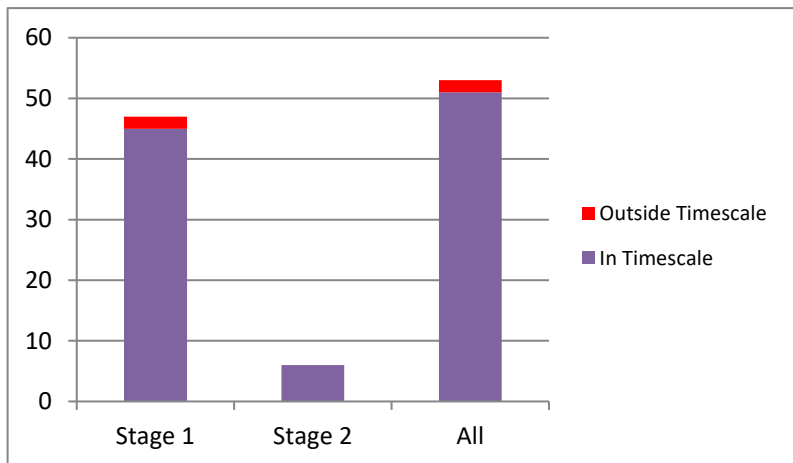


3. Performance v target timescales for dealing with complaints Q3

In total 37 (58%) of complaints were resolved within target timescales. 31 (66%) Stage 1 complaints were responded to in the target timescale (5 days) and 6 (100%) Stage 2 complaints were responded to in the target timescale of 20 days. 16 complaints were granted an extension due to the complex nature of the complaint. If we take into account the revised target date, then 96% of complaints were responded to within timescale.

The average number of days taken to respond to a Stage 1 complaint was 5.72 days and the average number of days taken to respond to a Stage 2 complaint was 15.5 days.

Complaints resolved in timescales including extensions



4. You Said, We Did (Complaints made and action taken)

You Said

Tenant was unhappy that ng homes offices are not open to the public during the pandemic and therefore were unable to offer appointments to inspect his plasterwork.

	<p>We Did We explained that the office was closed due to the Scottish Government’s advice to work from home but that we are offering a full service. An appointment was arranged to carry out the inspection at the tenant’s house.</p> <p>You Said Tenant was unhappy with the smoke alarms installed as part of upgrade which were intermittently beeping.</p> <p>We Did We advised the customer we were aware some batches of alarms had developed a fault, although this was not dangerous, and arranged for the contractor to replace them.</p> <p>You Said Customer was left with no internet due to a contractor accidentally cutting the wire.</p> <p>We Did We apologised to the customer on behalf of the contractor and arranged for the contractor to rectify the issue the following morning.</p>
5.	Compliments received Q3 2021/22
	<p>As well as receiving complaints, 9 compliments were recorded in our register for Q3. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • Housing Officer is absolutely fantastic! • Very grateful for Housing Officer help. • Sincere thanks for the work re drainage at property. Staff involved were professional, knowledgeable, courteous and an asset to ng homes. • Thanks for clearing away bags of rubbish in the street, flytipping and debris from mattresses which had been set on fire. • Housing Officer is a star for working late to help tenant. • Delighted with refurbished shower bathroom and the tradesmen who carried it out.
6.	Recommendation
	Board members are asked to note this report.