

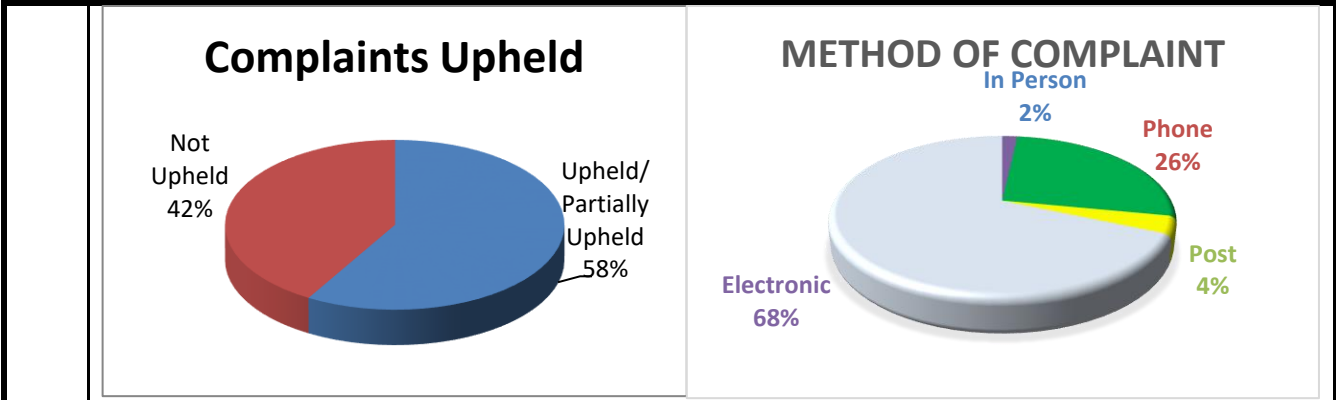


Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

SUBJECT: COMPLAINTS AND COMPLIMENTS Q1 **DATE: 27 July 2021**

1.	Introduction																										
	This report updates the Board on complaints and compliments received for the 3-month period – 1 April to 30 June 2021 (Q1).																										
2.	Complaints Monitoring Q1 2021/22																										
	<p>a) Analysis of Complaints received in the period 1 April to 30 June 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" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9e1f2;">Complaint Service Area</th> <th style="background-color: #d9e1f2;">No. logged</th> </tr> </thead> <tbody> <tr><td>Contractors</td><td style="text-align: center;">3</td></tr> <tr><td>Investment</td><td style="text-align: center;">1</td></tr> <tr><td>Repairs</td><td style="text-align: center;">12</td></tr> <tr><td>Other Housing</td><td style="text-align: center;">6</td></tr> <tr><td>Anti-Social</td><td style="text-align: center;">4</td></tr> <tr><td>Rent and Arrears</td><td style="text-align: center;">4</td></tr> <tr><td>Allocations</td><td style="text-align: center;">3</td></tr> <tr><td>Close Cleaning and Backcourt Maintenance</td><td style="text-align: center;">1</td></tr> <tr><td>About a Staff Member</td><td style="text-align: center;">5</td></tr> <tr><td>Landscaping and Garden Maintenance</td><td style="text-align: center;">12</td></tr> <tr><td>Factoring</td><td style="text-align: center;">5</td></tr> <tr><td>Total</td><td style="text-align: center;">56</td></tr> </tbody> </table> <p>b) Analysis of complaints resolved in the period April to June 2021</p> <p>53 complaints were resolved – 44 at Stage 1 (frontline resolution) and 9 at Stage 2 (serious/complex or unresolved at Stage 1). Of the 53 complaints resolved over Q4, 31 (58%) were upheld/partially upheld and 22 (42%) were not upheld.</p> <p>Over the period, electronic methods were the preferred method of making a complaint.</p>	Complaint Service Area	No. logged	Contractors	3	Investment	1	Repairs	12	Other Housing	6	Anti-Social	4	Rent and Arrears	4	Allocations	3	Close Cleaning and Backcourt Maintenance	1	About a Staff Member	5	Landscaping and Garden Maintenance	12	Factoring	5	Total	56
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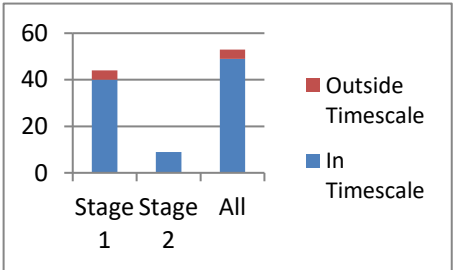


3. Performance v target timescales for dealing with complaints Q1

In total 43 (81%) of complaints were resolved within target timescales. 34 (67%) Stage 1 complaints were resolved in the target timescale (5 days) and 9 (100%) Stage 2 complaints were resolved in the target timescale of 20 days. 6 complaints were granted an extension due to the complex nature of the complaint. If we take into account the revised target date, then 92% of complaints were resolved within timescale.

The average number of days taken to resolve a Stage 1 complaint was 5.22 days and the average number of days taken to resolve a Stage 2 complaint was 15.44 days.

Complaints resolved in timescales including extensions



4. You Said, We Did

You Said

An owner complained about garden furniture being disposed of when stored temporarily in the close due to the rain while storage was sourced (the block had received a letter from ng homes warning that if belongings were not removed within 2 weeks they would be disposed of).

We Did

Owner issued with B&Q voucher. In future additional reminder letters to be sent to residents to remind them to remove belongings before we dispose of them.

You Said

Complaint re continuous flooding problem from common drains in back court over 6 months which had not been resolved.

	<p>We Did Repair attended to and repairs team have now set up a weekly report showing more than one visit to any of our properties to highlight any repeat issues.</p> <p>You Said We received 12 complaints about garden maintenance mainly from residents complaining that their grass and/or hedges had not been cut and were overgrown.</p> <p>We Did We explained that the programme of works has been delayed due to the weather and staff shortages and provided revised dates for the work.</p>
5.	Compliments received Q1 2021/22
	<p>As well as receiving complaints, 15 compliments were recorded in our register for Q1. These included thanks for:</p> <ul style="list-style-type: none"> • Thanks to the close cleaners for doing a great job on the stairs with special cleaning solution which looks great • Thanks for the flat and starter pack • Thanks for getting a no fly-tipping sign erected so quickly • Thanks for being so efficient and helpful • Thanks for giving the Glasgow North Baby Food Bank the chance to take part in wellbeing sessions. We even have our own song about the Baby Food Bank • Gardeners worked hard and did a great job
6.	Recommendation
	Members are asked to note this report.