



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

**SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q4 2022/23)**

DATE: 23 May 2023

1.	Introduction																																																								
	This report updates the Board on complaints and compliments received for the 3-month period 1 January to 31 March 2023 (Q4).																																																								
2.	Complaints Monitoring Q4 2022/23																																																								
	<p>a) Analysis of Complaints received in the period 1 January to 31 March 2023</p> <p>Over the 3-month period, a total of 90 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>Received at S1 *</th> <th>Received at Stage 2</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Contractors</td> <td>19</td> <td>0</td> <td>19</td> </tr> <tr> <td>Investment</td> <td>6</td> <td>0</td> <td>6</td> </tr> <tr> <td>Repairs</td> <td>41</td> <td>0</td> <td>41</td> </tr> <tr> <td>Other Housing</td> <td>7</td> <td>0</td> <td>7</td> </tr> <tr> <td>Anti-Social</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Rent and Arrears</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Allocations</td> <td>3</td> <td>0</td> <td>3</td> </tr> <tr> <td>Close Cleaning and Backcourt Maintenance</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>About a Staff Member</td> <td>5</td> <td>5</td> <td>0</td> </tr> <tr> <td>Landscaping and Garden Maintenance</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Factoring</td> <td>3</td> <td>0</td> <td>3</td> </tr> <tr> <td>Concierge</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total</td> <td>85</td> <td>5</td> <td>90</td> </tr> </tbody> </table> <p>* NB this includes escalated complaints as they were first received at Stage 1</p> <p>b) SPSO Key Performance Indicators</p> <p>The SPSO published a standardised set of KPIs for the Model Complaints Handling Process for RSLs on their website in March 2022. It includes mandatory reporting and publishing requirements of complaints performance, statistics, complaints trends and outcomes, and actions taken to improve services. The attached Appendix contains a snapshot of ng homes complaints data for Quarter 4.</p>	Complaint Service Area	Received at S1 *	Received at Stage 2	Total	Contractors	19	0	19	Investment	6	0	6	Repairs	41	0	41	Other Housing	7	0	7	Anti-Social	1	0	1	Rent and Arrears	0	0	0	Allocations	3	0	3	Close Cleaning and Backcourt Maintenance	0	0	0	About a Staff Member	5	5	0	Landscaping and Garden Maintenance	0	0	0	Factoring	3	0	3	Concierge	0	0	0	Total	85	5	90
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3.	Method of Complaint								
	<p>The phone and electronic methods were the preferred method of making a complaint.</p> <table border="1"> <caption>Method of Complaint Data</caption> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Electronic</td> <td>46%</td> </tr> <tr> <td>Phone</td> <td>42%</td> </tr> <tr> <td>In Person</td> <td>12%</td> </tr> </tbody> </table>	Method	Percentage	Electronic	46%	Phone	42%	In Person	12%
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4.	You Said, We Did (<i>complaints made and action taken</i>)								
	<p>You Said – A tenant was unhappy with the standard of works in relation to a heating installation in their house.</p> <p>We Did – We arranged for the contractor to revisit the work even though the tenant had signed it off at the time and asked the contractor to ensure they always take a photo of the finished work when complete.</p> <p>You Said – Complaint received from an owner in relation to an ng property’s trees growing too tall which was blocking out sunlight and shading the drying area and which tenant states was previously raised in 2020.</p> <p>We Did – We explained that only emergency repairs were being conducted at that time due to the Pandemic but a quote is awaited from the tree surgeon to carry out work.</p> <p>You Said – A tenant was unhappy as she said she had reported by email several times that rubbish was being left out in the close and nothing had been done about it.</p> <p>We Did – We explained that we had not received any emails about this but we would send a letter to all tenants regarding leaving rubbish in the close.</p>								
5.	Compliments received Q4 2022/23								
	<p>As well as receiving complaints, 6 compliments were recorded in our register for Q4. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • Help received was exceptional and tenant is over the moon • Thanks for help with insects and trickle vents on property to improve humidity • Thanks for helping tenant get a move • Housing Officer is great and can’t do enough for you 								
6.	Recommendation								
	Board members are asked to note this report.								

Appendix

Complaints KPIs

Indicator One

Quarter	Number of complaints received at S1 *	Number of complaints received directly at Stage 2	Total complaints received.	Relation to organisation's housing stock (6635 properties)
Q4	85	5	90	1.36%

* Includes escalated complaints as they were first received at Stage 1.

Indicator Two

Quarter	Number of S1 complaints closed in full within 5 working days	% of all Stage 1 complaints closed in 5 working days as % of all Stage 1 complaints closed in full	Number of S2 complaints closed in full within 20 working days	% of all S2 complaints closed in full at Stage 2 within 20 days as % of all S2 complaints responded to in full	Number of S2 complaints closed in full after escalation within 20 working days	Number of escalated complaints closed in full within 20 working days as % of escalated complaints responded to in full
Q4	55	70.37%	5	55.55%	0	0%

Indicator Three

Quarter	The average time in working days to respond to complaints at Stage 1	The average time in working days to respond to complaints at Stage 2	The average time in working days to respond to complaints after escalation
Q4	5.43 days	31 days	68.5 days

Extensions of 5 days to Stage 1 complaints can be authorised in exceptional circumstances. However these are considered as "late" i.e. not completed in timescale.

Three complaints which were responded to in the period were subject to a lengthy delay in closing them. They included the following complaints:

- *A complaint was received in relation to recurring heating repairs, gas servicing access and a staff member. The complaint was held open in order for staff to discuss some of the issues further with the tenant, however staff were unable to make contact which caused the delay.*
- *A complaint was received from an owner regarding the standard of work and damage caused as a result of mullion and lintel repairs to the property. We arranged for the original window installer to carry out a survey and provide a cost to rectify any damage incurred and refinish the windows to a mutually agreeable standard. The customer was happy to resolve the complaint at that time.*

Indicator Four

Quarter 4	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	28	8	25	20
% of complaints in each category as % of all S1 complaints closed at Stage 1	34%	10%	31%	25%
Number of direct S2 complaints in each category:	1	3	3	2
% of direct S2 complaints closed at S2 in each category:	11%	34%	33%	22%
Number of complaints closed after escalation in each category:	1	0	1	0
% of all complaints closed after escalation	50%	0	50%	0