



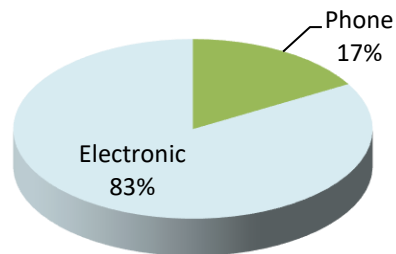
Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

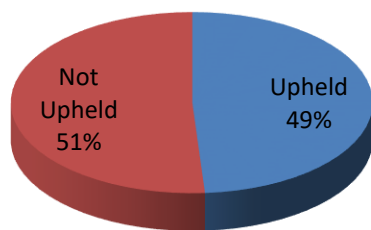
SUBJECT: COMPLAINTS AND COMPLIMENTS Q2 **DATE: 24 November 2020**

1.	Introduction																										
	This report updates the Board on complaints and compliments received for the 3 month period - July to September 2020 (Q2).																										
2.	Complaints Monitoring Q2 2020/21																										
	<p>a) Analysis of Complaints received in the period July to September 2020</p> <p>Over the 3 month period, a total of 54 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;">7</td></tr> <tr><td>Investment</td><td style="text-align: center;">2</td></tr> <tr><td>Landscape/Garden Maintenance</td><td style="text-align: center;">10</td></tr> <tr><td>Repairs</td><td style="text-align: center;">11</td></tr> <tr><td>Other Housing</td><td style="text-align: center;">8</td></tr> <tr><td>Anti Social</td><td style="text-align: center;">7</td></tr> <tr><td>Rent and Arrears</td><td style="text-align: center;">3</td></tr> <tr><td>Allocations</td><td style="text-align: center;">1</td></tr> <tr><td>Close Cleaning and Backcourt Maintenance</td><td style="text-align: center;">2</td></tr> <tr><td>Factoring</td><td style="text-align: center;">2</td></tr> <tr><td>About a Staff Member</td><td style="text-align: center;">1</td></tr> <tr> <td>Total</td> <td style="text-align: center;">54</td> </tr> </tbody> </table> <p>b) Analysis of complaints resolved in the period July to September 2020</p> <p>45 complaints were resolved – 40 at Stage 1 (frontline resolution) and 5 at Stage 2 (serious/complex or unresolved at Stage 1). Of the 45 complaints resolved over Q1, 22 (49%) were upheld and 23 (51%) 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	7	Investment	2	Landscape/Garden Maintenance	10	Repairs	11	Other Housing	8	Anti Social	7	Rent and Arrears	3	Allocations	1	Close Cleaning and Backcourt Maintenance	2	Factoring	2	About a Staff Member	1	Total	54
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Method of Complaint



Complaints Upheld

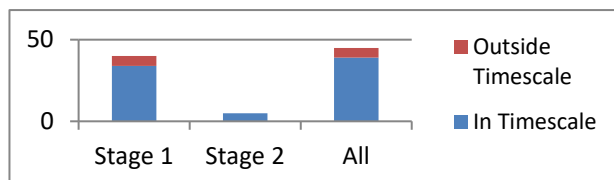


3. Performance v target timescales for dealing with complaints Q2

In total 30 (67%) of complaints were resolved within target timescales. 25 (63%) Stage 1 complaints were resolved in the target timescale (5 days) and 5 (100%) Stage 2 complaints were resolved in the target timescale of 20 days. Nine complaints were granted an extension due to the complex nature of the complaint. If we take into account the revised target date, then 87% of complaints were resolved within timescale.

The average number of days taken to resolve a Stage 1 complaint was 5.5 days and the average number of days taken to resolve a Stage 2 complaint was 19.8 days.

Complaints resolved in timescales including extensions



4. Complaints received 2020/21

63 complaints have been received in total over Quarters 1 and 2 and 54 were resolved in the period. 89% of complaints were responded to in SPSO target timescales including Stage 1 complaints completed within the extended timescale of 10 days. This reduces to 72% if we do not take the approved extensions into consideration.

5.	Learning from Complaints
	<p>Learning points and actions arising from complaints in the quarter include:</p> <ul style="list-style-type: none"> • Ensure we are chasing up repairs and not presuming they have been completed • IT to open more out of hours phone lines • Better communication required between repairs and housing services to gain access to the tenanted property • Contractor to have regular talks with the gardening teams to remind them to leave properties secure
6.	Compliments received Q2 2020
	<p>As well as receiving complaints, a compliment was recorded in our register for Q2. This was for:</p> <p style="padding-left: 40px;">Thanks to Hit Squad who cleared away mattress and rubbish left at Killearn St. "Thank you for getting the team around so quick it's really appreciated."</p>
7.	Recommendation
	Members are asked to note this report.