



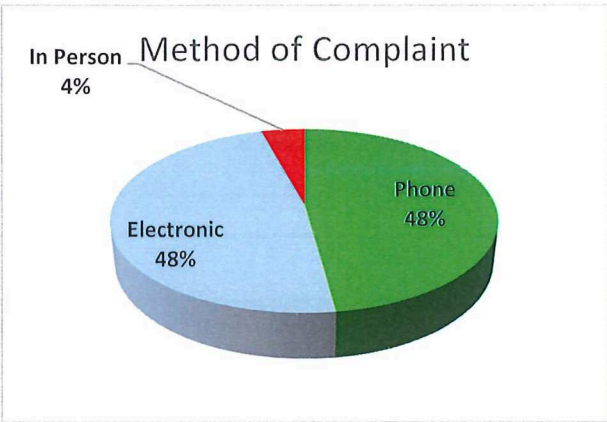
Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

**SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q3 2022/23)**

DATE: 7 February 2023

1.	Introduction																																																								
	This report updates the Board on complaints and compliments received for the 3-month period 1 October to 31 December 2022 (Q3).																																																								
2.	Complaints Monitoring Q3 2022/23																																																								
	<p>a) Analysis of Complaints received in the period 1 October to 31 December 2022</p> <p>Over the 3-month period, a total of 69 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>15</td> <td>1</td> <td>16</td> </tr> <tr> <td>Investment</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>Repairs</td> <td>23</td> <td>1</td> <td>24</td> </tr> <tr> <td>Other Housing</td> <td>5</td> <td>0</td> <td>5</td> </tr> <tr> <td>Anti-Social</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Rent and Arrears</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Allocations</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>Close Cleaning and Backcourt Maintenance</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>About a Staff Member</td> <td>2</td> <td>8</td> <td>10</td> </tr> <tr> <td>Landscaping and Garden Maintenance</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Factoring</td> <td>2</td> <td>1</td> <td>3</td> </tr> <tr> <td>Concierge</td> <td>3</td> <td>0</td> <td>3</td> </tr> <tr> <td>Total</td> <td>58</td> <td>11</td> <td>69</td> </tr> </tbody> </table> <p><i>* NB this includes escalated complaints as they were first received at Stage 1</i></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 3.</p>	Complaint Service Area	Received at S1 *	Received at Stage 2	Total	Contractors	15	1	16	Investment	2	0	2	Repairs	23	1	24	Other Housing	5	0	5	Anti-Social	1	0	1	Rent and Arrears	1	0	1	Allocations	2	0	2	Close Cleaning and Backcourt Maintenance	1	0	1	About a Staff Member	2	8	10	Landscaping and Garden Maintenance	1	0	1	Factoring	2	1	3	Concierge	3	0	3	Total	58	11	69
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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" data-bbox="526 331 1136 750"> <caption>Method of Complaint</caption> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Phone</td> <td>48%</td> </tr> <tr> <td>Electronic</td> <td>48%</td> </tr> <tr> <td>In Person</td> <td>4%</td> </tr> </tbody> </table>	Method	Percentage	Phone	48%	Electronic	48%	In Person	4%
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4.	You Said, We Did (complaints made and action taken)								
	<p>You Said – A tenant was unhappy that a contractor removed the screws from the attic hasp when attending to a leak.</p> <p>We Did - We arranged for the attic to be resecured and the contractors were instructed they should collect a key for the padlock from ng homes when working in the attic.</p> <p>You Said – An elderly tenant was left without temporary heating when her heating and electricity was faulty as the contractor had not offered her temporary heating while awaiting a part to do the repair.</p> <p>We Did - We apologised, arranged for temporary heating to be delivered and held discussions with the contractor to ensure temporary heating is offered at all times when a tenant’s heating is not working.</p> <p>You Said – A tenant was unhappy as she had said she had contacted us several times in relation to an arrears letter received and no-one had called her back.</p> <p>We Did – We contacted the tenant to discuss the letter and advised that the Housing Officer had been on annual leave so had not received the message to call the tenant. Staff were instructed to send emails to the Duty Inbox so that another Housing Officer can pick the message up when a member of staff is on annual leave.</p>								
5.	Compliments received Q3 2022/23								
	<p>As well as receiving complaints, 8 compliments were recorded in our register for Q3. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • Help and compassion shown to mum upon a bereavement • Close cleaner did a great job • Thanks for getting additional controlled entry handset 								
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)
Q3	58	11	69	1.04%

* 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
Q3	38	65.51%	6	60%	2	50%

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
Q3	6 days	18.09 days	56.75 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.

The following complaint which was responded to in the period was subject to a lengthy delay in closing it as follows:

The complaint was received at Stage One on 29th April 2022 and closed at Stage 2 on 23rd December 2022 and was in relation to outstanding repair work relating to an excessive mould problem. ng homes had spent some time investigating the cause of the mould and had arranged for internal works to be carried out in November, however the customer refused access and asked that we rearrange the work for February/March 2023. The importance of the work being carried out as soon as possible was explained to the customer and that, as access had been refused, ng homes would not accept any responsibility for the exacerbation of any issues experienced between the complaint being closed and the work being completed.

Indicator Four

Quarter 3	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	21	6	11	19
% of complaints in each category as % of all S1 complaints closed at Stage 1	36.84%	10.53%	19.3%	33.33%
Number of direct S2 complaints in each category:	3	2	3	2
% of direct S2 complaints closed at S2 in each category:	30%	20%	30%	20%
Number of complaints closed after escalation in each category:	3	2	3	2
% of all complaints closed after escalation	75%	0%	0%	25%