



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q1 2022/23)

DATE: 4 October 2022

1.	Introduction																																																								
	This report updates the Board on complaints and compliments received for the 3 month period 1 April to 30 June 2022 (Q1).																																																								
2.	Complaints Monitoring Q1 2022/23																																																								
	<p>a) Analysis of Complaints received in the period 1 April to 30 June 2022</p> <p>Over the 3-month period, a total of 57 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>12</td> <td>0</td> <td>12</td> </tr> <tr> <td>Investment</td> <td>2</td> <td>1</td> <td>3</td> </tr> <tr> <td>Repairs</td> <td>12</td> <td>1</td> <td>13</td> </tr> <tr> <td>Other Housing</td> <td>4</td> <td>0</td> <td>4</td> </tr> <tr> <td>Anti-Social</td> <td>4</td> <td>0</td> <td>4</td> </tr> <tr> <td>Rent and Arrears</td> <td>0</td> <td>0</td> <td>0</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>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>About a Staff Member</td> <td>1</td> <td>7</td> <td>8</td> </tr> <tr> <td>Landscaping and Garden Maintenance</td> <td>7</td> <td>0</td> <td>7</td> </tr> <tr> <td>Factoring</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>Concierge</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total</td> <td>48</td> <td>9</td> <td>57</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 1.</p>	Complaint Service Area	Received at S1 *	Received at Stage 2	Total	Contractors	12	0	12	Investment	2	1	3	Repairs	12	1	13	Other Housing	4	0	4	Anti-Social	4	0	4	Rent and Arrears	0	0	0	Allocations	2	0	2	Close Cleaning and Backcourt Maintenance	2	0	2	About a Staff Member	1	7	8	Landscaping and Garden Maintenance	7	0	7	Factoring	2	0	2	Concierge	0	0	0	Total	48	9	57
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3.	<p>Method of Complaint</p> <p>Over the period, electronic methods were the preferred method of making a complaint.</p> <div data-bbox="517 349 1150 692" style="text-align: center;"> <p>METHOD OF COMPLAINT</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Electronic</td> <td>61%</td> </tr> <tr> <td>Phone</td> <td>39%</td> </tr> </tbody> </table> </div>	Method	Percentage	Electronic	61%	Phone	39%
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4.	<p>You Said, We Did (<i>complaints made and action taken</i>)</p> <p>You Said - Tenant was unhappy with the amount of call outs for a recurring repair as well as an ongoing squirrel problem.</p> <p>We did - Our contractor advised us that there had been multiple no accesses to the property which contributed to the time taken to identify the issue. Arrangements were made for a specialist to attend to investigate issues and the loft space to be inspected to see where squirrels could be entering.</p> <p>You Said - Customer complained about a lack of investment work being carried out in her kitchen and bathroom after it was assessed for work.</p> <p>We Did - We explained the delay was due to the assessment taking place the week the Covid 19 restrictions were implemented and that kitchen and bathroom renewal has now been rearranged.</p> <p>You Said - Customer was unhappy with rubbish that had been left behind by a previous tenant and a contractor working on behalf of ng homes.</p> <p>We Did - We apologised for the delay in the contractor emptying the bins after void and followed this up with contractor.</p>						
5.	<p>Compliments received Q1 2022/23</p> <p>As well as receiving complaints, 11 compliments were recorded in our register for Q1. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • Thanks to the plumbers who fitted tenant's bath and the joiners did a lovely job. • Really appreciate help with electricity. • Thanks for offer of flat. • Thanks for help sorting out rent account. • Thanks for help getting rear garden sorted out. 						
6.	<p>Recommendation</p>						
	<p>Board members are asked to note this report.</p>						

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)
Q1	48	9	57	0.86%

* 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 S1 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 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
Q1	29	63%	6	86%	2	40%

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
Q1	6.20 days	16.29 days	36.75 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.

Three complaints in the period were subject to lengthy delays in closing them as follows:

Complaint logged at Stage One on 14th February 2022 and closed at Stage 2 on 22nd April 2022

This complaint related to water dripping out of a disconnected water pipe and waste blow back and was escalated to Stage 2 after consideration at Stage 1. The delay in closing it was caused because the full drainage for one side of the block to the main road was replaced and the garden had to be channelled to renew sections of pipes etc. The tenant requested us to hold the complaint open until all works were resolved and was very happy with the outcome.

Complaint logged at Stage 2 on 19th January 2022 and closed on 8th April 2022

This complaint related to the attitude of a staff member and a health and safety issue in relation to lead in paint and was logged directly to Stage 2. The delay in closing it was because we had to take advice from a health and safety consultant on how to proceed. In the meantime the tenant decided they wanted to move instead so the complaint was kept open until a new tenancy was accepted.

Complaint logged on 23rd February and closed 27th April 2022

This complaint related to repairs and snagging issues at the new build flats and was escalated to Stage 2 after consideration at Stage 1. This complaint had to be investigated with the contractor and the Fire Brigade and most of the issues were caused by the tenant's actions. We wanted to get everything completed before we closed the complaint and had to wait on the contractor's availability. However, we had to draw a line under it and close the complaint.

Indicator Four

Quarter 1	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	21	4	9	12
% of complaints in each category as % of all S1 complaints closed at Stage 1	46.65%	8.69%	19.56%	26.08%
Number of direct S2 complaints in each category:	0	2	3	2
% of direct S2 complaints closed at S2 in each category:	0%	28.57%	42.86%	28.57%
Number of complaints closed after escalation in each category:	3	1	0	0
% of all complaints closed after escalation	60%	20%	0%	0%