



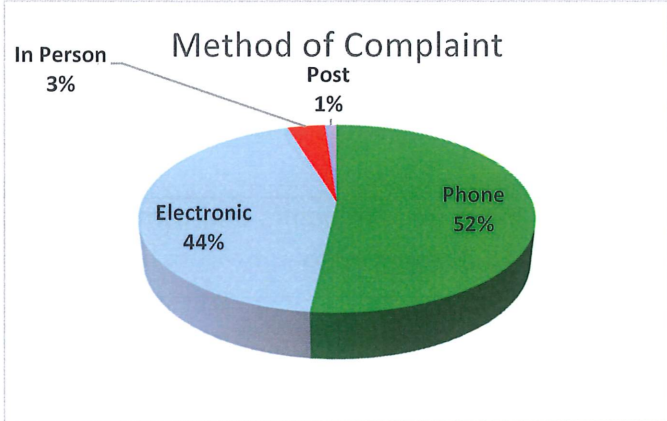
Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

SUBJECT: COMPLAINTS AND COMPLIMENTS (Q2 2023/24)

DATE: 30 November 2023

1.	Introduction																																																								
	This report updates the Board on complaints and compliments received for the 3-month period 1 July to 30 September 2023 (Q2).																																																								
2.	Complaints Monitoring Q2 2023/24																																																								
	<p>a) Analysis of Complaints received in the period 1 July to 30 September 2023</p> <p>Over the 3-month period, a total of 85 complaints were received. In addition to the numbers below, there were also 9 complaints escalated from Stage 1 to Stage 2 in the period. 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 Stage 1 *</th> <th>Received directly at Stage 2</th> <th>Total</th> </tr> </thead> <tbody> <tr><td>Contractors</td><td>30</td><td>3</td><td>3</td></tr> <tr><td>Investment</td><td>2</td><td>0</td><td>0</td></tr> <tr><td>Repairs</td><td>14</td><td>0</td><td>0</td></tr> <tr><td>Other Housing</td><td>3</td><td>0</td><td>0</td></tr> <tr><td>Anti-Social</td><td>2</td><td>0</td><td>0</td></tr> <tr><td>Rent and Arrears</td><td>1</td><td>0</td><td>0</td></tr> <tr><td>Allocations</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Close Cleaning and Backcourt Maintenance</td><td>3</td><td>0</td><td>0</td></tr> <tr><td>About a Staff Member</td><td>10</td><td>6</td><td>6</td></tr> <tr><td>Landscaping and Garden Maintenance</td><td>6</td><td>0</td><td>0</td></tr> <tr><td>Factoring</td><td>5</td><td>0</td><td>5</td></tr> <tr><td>Concierge</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Total</td><td>76</td><td>9</td><td>85</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</p>	Complaint Service Area	Received at Stage 1 *	Received directly at Stage 2	Total	Contractors	30	3	3	Investment	2	0	0	Repairs	14	0	0	Other Housing	3	0	0	Anti-Social	2	0	0	Rent and Arrears	1	0	0	Allocations	0	0	0	Close Cleaning and Backcourt Maintenance	3	0	0	About a Staff Member	10	6	6	Landscaping and Garden Maintenance	6	0	0	Factoring	5	0	5	Concierge	0	0	0	Total	76	9	85
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	actions taken to improve services. The attached Appendix contains a snapshot of ng homes complaints data for Quarter 2.										
3.	Method of Complaint										
	<p>The phone and electronic methods were the preferred method of making a complaint.</p>  <table border="1" data-bbox="491 450 1161 869"> <caption>Method of Complaint Data</caption> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Phone</td> <td>52%</td> </tr> <tr> <td>Electronic</td> <td>44%</td> </tr> <tr> <td>In Person</td> <td>3%</td> </tr> <tr> <td>Post</td> <td>1%</td> </tr> </tbody> </table>	Method	Percentage	Phone	52%	Electronic	44%	In Person	3%	Post	1%
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4.	You Said, We Did (complaints made and action taken)										
	<p>You Said – A tenant complained about debris being left by contractors in the drainage pipework.</p> <p>We Did – We apologised on behalf of our contractors and arranged for this to be cleared.</p> <p>You Said – A tenant complained that she had several repairs to report and that the Housing Officer had agreed to visit to take note of them but had not visited.</p> <p>We Did – We explained that, due to a miscommunication, the appointment had not been arranged but that a visit would now take place.</p> <p>You Said – An owner was flooded by a leak at the bath in a recently tenanted ng homes property which caused damage to the bathroom ceiling.</p> <p>We Did – We repaired the bathroom ceiling and noted the bath should be run at void inspection to ensure no leaks are present.</p>										
5.	Compliments received Q2 2023/24										
	<p>As well as receiving complaints, 17 compliments were recorded in our register for Q2. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • The guys are doing a great job on the weeding. • Thanks for following up on works and arranging repairs and taking time to listen. • Thanks for all the help with getting a property. The staff went above and beyond to get the house ready asap, giving me access to community support website and charities to help with furnishings etc. They have been a lifesaver and I am very grateful. 										
6.	Recommendation										
	Board members are asked to NOTE this report.										

Complaints KPIs

Indicator One

Quarter	Number of complaints received at S1 (includes escalated complaints as they were first received at Stage 1)	Number of complaints received directly at Stage 2	Total complaints received.	Relation to organisation's housing stock per thousand units
Q2	76	9	85	1.28%

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 within 20 days as % of all S2 complaints responded to in full	Number of S2 complaints closed 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
Q2	54	71.05%	7	100%	9	100%

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
Q2	5.58 days	14.14 days	16 days

Indicator Four

Quarter 2	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	26	3	27	20
% of complaints as % of all complaints closed at Stage 1:	34.21%	3.95%	35.53%	26.32%
Number of S2 complaints in each category:	3	1	1	2
% of direct S2 complaints closed at S2 in each category:	42.86%	14.29%	14.29%	28.57%
No of complaints closed after escalation in each category:	4	0	2	3
% of all complaints closed after escalation:	44.44%	0%	22.22%	33.33%

Extensions can be authorised in exceptional circumstances. However these are considered as "late" ie not completed in timescale