



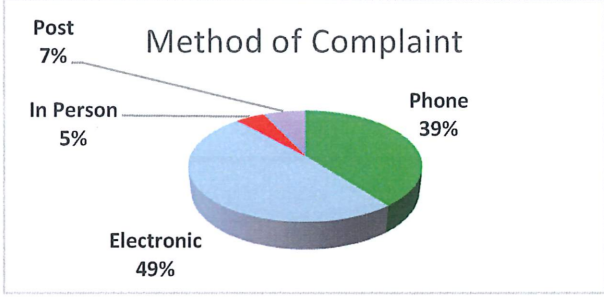
# Board Meeting For Noting

**To:** Board  
**From:** Senior Corporate Services Officer

**SUBJECT:** COMPLAINTS AND COMPLIMENTS  
(Q3 2023/24)

**DATE:** 12 February 2024

<b>1.</b>	<b>Introduction</b>																																																								
	This report updates the Board on complaints and compliments received for the 3-month period 1 October to 31 December 2023 (Q3).																																																								
<b>2.</b>	<b>Complaints Monitoring Q2 2023/24</b>																																																								
	<p><b>a) Analysis of Complaints received in the period 1 October to 31 December 2023</b></p> <p>Over the 3-month period, a total of 43 complaints were received. In addition to the numbers below, there were also 4 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>23</td> <td>0</td> <td>23</td> </tr> <tr> <td>Investment</td> <td>3</td> <td>1</td> <td>4</td> </tr> <tr> <td>Repairs</td> <td>3</td> <td>1</td> <td>4</td> </tr> <tr> <td>Other Housing</td> <td>3</td> <td>0</td> <td>3</td> </tr> <tr> <td>Anti-Social</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>Rent and Arrears</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>Allocations</td> <td>1</td> <td>0</td> <td>1</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>0</td> <td>3</td> <td>3</td> </tr> <tr> <td>Landscaping and Garden Maintenance</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Factoring</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Concierge</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td><b>Total</b></td> <td><b>38</b></td> <td><b>5</b></td> <td><b>43</b></td> </tr> </tbody> </table> <p>* NB this includes escalated complaints as they were first received at Stage 1</p> <p><b>b) SPSO Key Performance Indicators</b></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</p>	Complaint Service Area	Received at Stage 1 *	Received directly at Stage 2	Total	Contractors	23	0	23	Investment	3	1	4	Repairs	3	1	4	Other Housing	3	0	3	Anti-Social	2	0	2	Rent and Arrears	2	0	2	Allocations	1	0	1	Close Cleaning and Backcourt Maintenance	1	0	1	About a Staff Member	0	3	3	Landscaping and Garden Maintenance	0	0	0	Factoring	0	0	0	Concierge	0	0	0	<b>Total</b>	<b>38</b>	<b>5</b>	<b>43</b>
Complaint Service Area	Received at Stage 1 *	Received directly at Stage 2	Total																																																						
Contractors	23	0	23																																																						
Investment	3	1	4																																																						
Repairs	3	1	4																																																						
Other Housing	3	0	3																																																						
Anti-Social	2	0	2																																																						
Rent and Arrears	2	0	2																																																						
Allocations	1	0	1																																																						
Close Cleaning and Backcourt Maintenance	1	0	1																																																						
About a Staff Member	0	3	3																																																						
Landscaping and Garden Maintenance	0	0	0																																																						
Factoring	0	0	0																																																						
Concierge	0	0	0																																																						
<b>Total</b>	<b>38</b>	<b>5</b>	<b>43</b>																																																						

	homes complaints data for Quarter 3.										
<b>3.</b>	<b>Method of Complaint</b>										
	<p>The phone and electronic methods were the preferred methods 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>49%</td> </tr> <tr> <td>Phone</td> <td>39%</td> </tr> <tr> <td>Post</td> <td>7%</td> </tr> <tr> <td>In Person</td> <td>5%</td> </tr> </tbody> </table>	Method	Percentage	Electronic	49%	Phone	39%	Post	7%	In Person	5%
Method	Percentage										
Electronic	49%										
Phone	39%										
Post	7%										
In Person	5%										
<b>4.</b>	<b>You Said, We Did (<i>complaints made and action taken</i>)</b>										
	<p><b>You Said</b> – Tenant complained about the disturbance and mess caused by our contractor when tracing and repairing a leak.</p> <p><b>We Did</b> – We apologised and arranged for the contractor to clean the tenant’s carpet.</p> <p><b>You Said</b> – Tenant complained about other tenants repeatedly throwing litter from windows and spare land nearby becoming a dumping ground.</p> <p><b>We Did</b> – We explained we are endeavouring to find out who is littering and are working in partnership with the Council to keep the area clean and tidy although the land actually belongs to the Council.</p> <p><b>You Said</b> – Tenant complained about not having received an offer of a property despite having submitted a transfer application some time ago for a more suitable property.</p> <p><b>We Did</b> – We explained that the size and type of property required is very low turnover. We encouraged the tenant to apply to other landlords and provided a list of RSLs. We also suggested the tenant get in touch with an occupational therapist to see if any adaptations could be made to the current property to make things easier.</p>										
<b>5.</b>	<b>Compliments received Q3 2023/24</b>										
	<p>As well as receiving complaints, 18 compliments were recorded in our register for Q3. These included the following messages of thanks:</p> <ul style="list-style-type: none"> <li>• Thank you for giving me and my family the opportunity to be your tenants.</li> <li>• Staff member went above and beyond in chasing up repair to close door and was lovely to speak to.</li> <li>• Staff member has been patient, consistent and always returns calls.</li> <li>• Thanks for going the extra mile re fixing aerial and bathroom sink and getting repairs completed as quickly as possible.</li> </ul>										
<b>6.</b>	<b>Recommendation</b>										
	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
Q3	38	5	43	0.65%

### 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 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	35	83.33%	6	85.71%	2	100%

### Indicator Three

Quarter	The average time in working days to <b>respond</b> to complaints at Stage 1	The average time in working days to <b>respond</b> to complaints at Stage 2	The average time in working days to <b>respond</b> to complaints after escalation
<b>Q3</b>	5.19 days	16.86 days	20 days

### Indicator Four

Quarter 3	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	12	6	9	14
% of complaints as % of all complaints closed at Stage 1:	29%	15%	22%	34%
Number of S2 complaints in each category:	1	1	3	2
% of direct S2 complaints closed at S2 in each category:	14%	14%	43%	29%
No of complaints closed after escalation in each category:	1	0	1	0
% of all complaints closed after escalation:	50%	0%	50%	0

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