

**Complaints Monitoring Report  
Children and Families & Criminal Justice Social Work**

**Quarters 1-3 2020/21 – 1 April – 31 December 2020**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21
Total number of complaints received	11	13	8	10	5
Total number of complaints closed	11	6	13	11	6
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	10	91%	4	67%	6	46%	6	54.5%	0	0%
Number of complaints closed - Investigative	1	9%	1	16.7%	7	54%	5	45.5%	6	100%
Number of complaints closed - Escalated	0	0%	1	16.7%	0	0%	0	0%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	5	45%	2	50%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	1	9%	0	0%	1	16.7%	4	66.7%	0	0%
Number of Frontline complaints not upheld	4	36%	2	50%	5	83.3%	2	33.3%	0	0%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	14.3%	0	0%	0	0%

Number of Investigative complaints partially upheld	1	100%	0	0%	3	42.9%	2	40%	5	83.3%
Number of Investigative complaints not upheld	0	0%	1	100%	3	42.9%	3	60%	1	16.7%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	-	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints partially upheld	0	-	1	100%	0	0%	0	0%	0	0%
Number of Escalated complaints not upheld	0	-	0	0%	0	0%	0	0%	0	0%

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<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21
Average time in working days for a full response - Frontline	5	4	36	8	N/A
Average time in working days for a full response - Investigative	33	15	31	34	20
Average time in working days for a full response - Escalated	N/A	13	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	5	50%	4	100%	0	0%	2	33.3%	N/A	N/A
Number of complaints closed within 20 working days - Investigative	0	0%	1	100%	1	14.3%	2	40%	2	33.3%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	2	100%	2	28.6%	1	100%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002482089	Process/Procedure	Partially Upheld	Amelia Wilson	Review of circumstances around the case.
101002503889	Process/Procedure	Partially Upheld	Judy Robertson/Claire Durant	In terms of the delay in the assessment progression. This should have been progressed during the month of April.

## Complaints Monitoring Report

### Economic Growth & Development Services

Quarter 3 2020/21 - October to December 2020

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2019/20 Q3	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3
Total number of complaints received	8	9	6	7	12
Total number of complaints closed	7	5	9	7	10
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	57%	1	20%	3	33%	5	71%	3	30%
Number of complaints closed - Investigative	3	43%	4	80%	6	67%	2	29%	6	60%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	1	10%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	2	40%	0	0%
Number of Frontline complaints partially upheld	1	25%	0	0%	1	33%	1	20%	0	0%
Number of Frontline complaints not upheld	3	75%	1	100%	2	67%	2	40%	3	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	25%	1	17%	0	0%	0	0%
Number of Investigative complaints not upheld	2	67%	3	75%	5	83%	2	100%	6	100%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	1	100%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	2019/20 Q3	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3
Average time in working days for a full response - Frontline	15.5	5.0	11.3	5.6	5.7
Average time in working days for a full response - Investigative	24.7	29.8	19.3	18.0	24.2
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	19.0

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>										
<b>MEETING TARGET TIMESCALES</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	25%	1	100%	2	67%	3	60%	1	33%
Number of complaints closed within 20 working days - Investigative	1	33%	2	50%	3	50%	1	50%	3	50%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	1	100%

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>										
<b>EXTENSIONS</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	25%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	25%	1	17%	0	0%	0	0%

**UPHELD OR PARTIALLY UPHELD COMPLAINTS (Q1; Q2 & Q3)**

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
101002475236	Frontline - Other	Partially Upheld	Principle Planning Officer – Building Standards	Contractor didn't clean up the pavement when they were supposed to following site visit by the Roads inspector and we had to go out the following week to pursue compliance once the inspector complained again.
101002465084	Investigative - Complaint Against Staff	Partially Upheld	Environmental Health & Trading Standards Manager	Reinforcement: Manager took comments on board regarding co-operations and would agree there was a breakdown in communication. Steps will be put in place to have a better working relationship with client in the future.
101002571362	Frontline - Complaint Against Staff	Upheld	Environmental Health & Trading Standards Manager	Confirmation that Council Officers can still continue with site visits during COVID.
101002594575	Frontline - Complaint Against Staff	Upheld	Principle Planning Officer - Building Standards	Officer did not respond to enquiry. Officer will be reminded of the corporate policy on replying to enquiries
101002601293	Frontline - Other	Partially Upheld	Development Management and Building Standards Manager	Delay in sending copy of documents was caused by staff being redeployed and COVID restrictions.

## Complaints Monitoring Report Education

**Quarters 1-3 2020/21 – 1 April – 31 December 2020**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21
Total number of complaints received	15	17	4	8	9
Total number of complaints closed	18	16	5	5	10
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	11	61.1%	8	50%	0	0%	1	20%	6	60%
Number of complaints closed - Investigative	6	33.3%	8	50%	5	100%	4	80%	3	30%
Number of complaints closed - Escalated	1	5.6%	0	0%	0	0%	0	0%	1	10%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	4	50%	N/A	N/A	1	100%	3	50%
Number of Frontline complaints partially upheld	0	0%	1	12.5%	N/A	N/A	0	0%	1	16.7%
Number of Frontline complaints not upheld	11	100%	3	37.5%	N/A	N/A	0	0%	2	33.3%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	33.3%	2	25%	2	40%	1	25%	0	0%

Number of Investigative complaints partially upheld	1	16.7%	0	0%	0	0%	2	50%	0	0%
Number of Investigative complaints not upheld	3	50%	6	75%	3	60%	1	25%	3	100%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Escalated complaints partially upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Escalated complaints not upheld	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	1	100%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21
Average time in working days for a full response - Frontline	4	5	N/A	6	6
Average time in working days for a full response - Investigative	24	20	28	19	18
Average time in working days for a full response - Escalated	21	N/A	N/A	N/A	17



Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	10	90.9%	5	62.5%	N/A	N/A	0	0%	3	50%
Number of complaints closed within 20 working days - Investigative	2	33.3%	6	75%	N/A	N/A	3	75%	2	66.7%
Number of complaints closed within 20 working days - Escalated	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	1	100%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	9.1%	3	37.5%	N/A	N/A	0	0%	1	16.7%
Number of complaints with an extension – Investigative or Escalated Investigative	2	33.3%	1	12.5%	3	60%	1	25%	1	33.3%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002477444	Process/Procedure	Upheld	Grant McCutcheon	Department/school to review how measures of progress against plan are identified and how information on child's planning process is communicated.
101002483816	Process/Procedure	Upheld	Grant McCutcheon	Head Teacher to undertake a thorough review of the Child's Plan.
101002554995	Other	Upheld	Grant McCutcheon	This concern to be raised with the school and head teacher.
UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken

101002534303	Complaint against Staff	Upheld	Grant McCutcheon	Apologies given to the family and pupil. Staff member is receiving support from school management. In addition the management will review how supervision is carried out and make necessary changes
101002568674	Other	Partially Upheld	Grant McCutcheon	Need to ensure as much as we can that language use in general communication won't confuse
101002586781	Process/Procedure	Partially Upheld	Grant McCutcheon	School will ensure policy is followed in future.
101002604857	Process/Procedure	Upheld	Alexander Davidson	The invoice has been cancelled and the Instrumental Instruction Service paperwork amended to make the information clearer for future use.
101002632025	Complaint Against Staff	Upheld	Elaine Andrew	Management advice and personal learning for staff member.
101002647765	Complaint Against Staff	Upheld	Morven Snodgrass	Nothing recorded by head teacher. Apology given to parents.
101002626742	Process/Procedure	Partially Upheld	Jan Sinclair	Future college transport arrangements will be made clearer for parents and carers.

**Complaints Monitoring Report  
Education Resources and Communities**

**Quarters 1-3 2020/21 – 1 April – 31 December 2020**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21
Total number of complaints received	3	2	0	0	3
Total number of complaints closed	2	3	0	0	3
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	100%	2	66.7%	N/A	N/A	N/A	N/A	3	100%
Number of complaints closed - Investigative	0	0%	1	33.3%	N/A	N/A	N/A	N/A	0	0%
Number of complaints closed - Escalated	0	0%	0	0%	N/A	N/A	N/A	N/A	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	50%	N/A	N/A	N/A	N/A	3	100%
Number of Frontline complaints partially upheld	0	0%	0	0%	N/A	N/A	N/A	N/A	0	0%
Number of Frontline complaints not upheld	2	100%	1	50%	N/A	N/A	N/A	N/A	0	0%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A

Number of Investigative complaints partially upheld	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21
Average time in working days for a full response - Frontline	5	4	N/A	N/A	5
Average time in working days for a full response - Investigative	N/A	16	N/A	N/A	N/A
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	50%	2	100%	N/A	N/A	N/A	N/A	2	66.7%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2019/20		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	50%	N/A	N/A	N/A	N/A	1	33.3%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002639621	Other	Upheld	Rona Stephen	Apology and explanation. Driver issued with instructions
101002642526	Other	Upheld	Grant McCutcheon	Invoice cancelled
101002648138	Other	Upheld	Ken Brown	Sport and Leisure staff to try and keep entrance areas clear of litter. Police Scotland advised of problem of young people loitering around the facility out with opening times.

**Complaints Monitoring Report**  
**Environmental and Commercial Services**  
**Quarter 3 2020/21 - October to December 2020**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2019/20 Q3	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3
Total number of complaints received	59	77	34	85	41
Total number of complaints closed	57	79	33	89	41
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	56	98%	72	91%	24	73%	88	99%	38	93%
Number of complaints closed - Investigative	1	2%	6	8%	9	27%	1	1%	3	7%
Number of complaints closed - Escalated	0	0%	1	1%	0	0%	0	0%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	16	29%	19	26%	8	33%	46	52%	15	39%
Number of Frontline complaints partially upheld	9	16%	12	17%	2	8%	3	3%	3	8%
Number of Frontline complaints not upheld	31	55%	41	57%	14	58%	39	44%	20	53%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	100%	1	17%	2	22%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	2	22%	0	0%	1	33%
Number of Investigative complaints not upheld	0	0%	5	83%	5	56%	1	100%	2	67%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%

Number of Escalated complaints upheld	0	N/A	1	100%	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A

**The average time in working days for a full response to complaints at each stage**

<b>RESPONSE TIME</b>	2019/20 Q3	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3
Average time in working days for a full response - Frontline	5.1	4.3	4.8	4.1	3.9
Average time in working days for a full response - Investigative	16.0	16.2	15.1	21.0	165.3
Average time in working days for a full response - Escalated	N/A	36.0	N/A	N/A	N/A

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

<b>MEETING TARGET TIMESCALES</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	41	73%	58	81%	20	83%	66	75%	30	79%
Number of complaints closed within 20 working days - Investigative	1	100%	4	67%	7	78%	0	0%	1	33%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	0%	0	N/A	0	N/A	0	N/A

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

<b>EXTENSIONS</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	2	4%	10	14%	2	8%	8	9%	5	13%
Number of complaints with an extension – Investigative or Escalated Investigative	1	100%	6	86%	5	56%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS- Q3 2020/21				
ID	Type of Complaint	Outcome	Responsible Officer (Name)	Action taken
101002645046	Frontline - Complaint Against Staff	Partially Upheld	Ally Gordon	Reinforcement - I would like the staff member to be spoken to about his behaviour. - Staff on site admit use of inappropriate language. MOP caused safety concern on site. - Staff reminded not to use inappropriate language. MOP contacted to advise correct actions whilst on site.
101002651923	Frontline - Process/Procedure	Partially Upheld	Fiona Burnett	Reinforcement - Bin delivery - Bin not delivered or advised of low stock. Permit cannot be refunded. - Ensure MOP is advised of low stock of replacement bins.
101002664478	Frontline - Complaint Against Staff	Partially Upheld	Donald MacRae	Reinforcement - A warning or something as that was really dangerous. He should be made to check on his DAB customer as they may have been jerked. - Allegation evidence questionable and some info speculative, however driver did partially cross junction. - Driver to be monitored and breaches recorded.
101002617893	Investigative - Other	Partially Upheld	Sharon Mair	Reinforcement - He wants the smaller truck to come and take his bins for servicing like they have done in the past. - Two points investigated by Head of Service. Point 1 - not upheld. Point 2 - upheld. - We failed to keep in contact with complainant whilst we carried out investigations (whilst not a complaint). As a learning outcome we will circulate the customer care policy to staff and remind them about timely responses.
101002658681	Frontline - Household Collections	Upheld	Rachel Alban	Reinforcement - Looked into - Waste department element upheld - servicing calendars incorrect - Calendars updated, crew returned to service properties
101002656341	Frontline - Household Collections	Upheld	Sharon Mair	Reinforcement - Bin serviced 6 adults in house. - Servicing of bins missed. 2 vehicles servicing on same day but 2nd one did not check bins that should have been serviced earlier in day. - Check bins when more than one servicing vehicle
101002650773	Frontline - Process/Procedure	Upheld	Grant Speed	Reinforcement - Serviced bins - Bins overflowing and unserviced. - Crew to be reminded to service regularly.
101002649874	Frontline - Complaint Against Staff	Upheld	Lorraine Bromehead/Paul Giles	Reinforcement Revision - Investigation - Staff member was identified and spoken to. - Counselling provided to the member of staff to ensure this behaviour does not take place again. Agreed to incorporate an element of 'staff are the face of the council' into toolbox talks.
101002646937	Frontline - Household Collections	Upheld	Andy Hay	Reinforcement - Bin to be serviced - Missed servicing of recycling bin. No return policy implemented. - Excess waste to be collected at next service
101002642949	Frontline - Household Collections	Upheld	Jennifer Fulton	Reinforcement - I would like my brown bin to be collected as soon as possible. - Crew missed property and will return to service. - Crew reminded to ensure they visit every property.
101002632687	Frontline - Complaint Against Staff	Upheld	Fiona Burnett	Reinforcement - . - member of staff manner unacceptable dealing with member of public - member of staff reminded to be courteous to public when acting on behalf of council
101002631456	Frontline - Recycling	Upheld	Fiona Burnett	Reinforcement Revision - Bins delivered and an explanation - Bins not delivered when expected. - Crew to be reminded to deal with requests in date order.



101002628147	Frontline - Other	Upheld	Rachel Alban	Reinforcement - Something needs addressed, whether more bins or signage of fines if caught not adhering to the rules. - Advice issued as to how reports can be made. We will carry out checks on the path. - Moray Council continue to work with local fast food businesses to have litter tidied up. Work with the ASB team to deal with the issue and issue fixed penalty notices.
101002628128	Frontline - Complaint Against Staff	Upheld	Rachel Alban	Reinforcement - Not clear from Email - Crew should be returning bins to properties to servicing location. - Crew to be reminded of obligations.
101002620929	Frontline - Footpaths/pavements	Upheld	Lorraine Bromehead	Reinforcement - Works resolved - Dropped kerb to be repaired as agreed, temp repair done previously - Added to programmed works for future restoration
101002620582	Frontline - Household Collections	Upheld	Rachel Alban	Reinforcement - Waste crew - Bins not returned to location they were presented at and blocking entry to property. - Crew to be reminded not to block access going forward.
101002610202	Frontline - Household Collections	Upheld	Rachel Alban	Reinforcement - Investigation and response - New crew members missed collection of bins. - Remind crew to be more vigilant. bins to be serviced next day.
101002607233	Frontline - Complaint Against Staff	Upheld	Grant Speed	Reinforcement - I wouldnt normally complain and I don't want to get people in trouble but you can't go around saying I am a dog abuser and making things up. I do not want anyone to be sacked or to lose their job but I do not want anyone else to have to go through this or for it to happen again. - Inappropriate behaviour by member of staff towards member of public. - Staff member reminded that actions were inappropriate and unacceptable. Apology provided to complainant.
101002605799	Frontline - Household Collections	Upheld	Sharon Mair	Reinforcement - Bins to be issued asap. - Bins not delivered as requested. Crew questioned requirement. - Bins delivered as requested.

## Complaints Monitoring Report Financial Services

**Quarters 1 to 3 2020/21 – April to December 2020**

<b>Total Complaints Received and Total Complaints Closed</b>											
<b>NUMBER OF COMPLAINTS</b>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		
Total number of complaints received	1		0		0						
Total number of complaints closed	0		1		0						
<p>The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.</p>											

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	N/A	N/A	1	100%	N/A	N/A				
Number of complaints closed - Investigative	N/A	N/A	N/A	N/A	N/A	N/A				
Number of complaints closed - Escalated	N/A	N/A	N/A	N/A	N/A	N/A				

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	1	100%	N/A	N/A				
Number of Frontline complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A				
Number of Frontline complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A				

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%

Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A		
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A		
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A		

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A				
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A				
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A				

The average time in working days for a full response to complaints at each stage										
RESPONSE TIME	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
Average time in working days for a full response - Frontline	N/A		71		N/A					
Average time in working days for a full response - Investigative	N/A		N/A		N/A					
Average time in working days for a full response - Escalated	N/A		N/A		N/A					

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	0	0%	N/A	N/A				
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A				

Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A		
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Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	0	0%	N/A	N/A				
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	N/A	N/A				

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002499804	Process/Procedure	Upheld	Sean Hoath, Senior Solicitor	Details updated in FMS once error identified and confirmed. Apology sent to complainant



Number of Investigative complaints upheld	N/A	N/A	1	100%	N/A	N/A		
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A		
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A		

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A				
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A				
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A				

The average time in working days for a full response to complaints at each stage										
RESPONSE TIME	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
Average time in working days for a full response - Frontline	N/A		5.67		6					
Average time in working days for a full response - Investigative	N/A		21		N/A					
Average time in working days for a full response - Escalated	N/A		N/A		N/A					

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	2	66.7%	0	0%				
Number of complaints closed within 20 working days - Investigative	N/A	N/A	0	0%	N/A	N/A				

Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A		
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Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	0	0%	N/A	N/A				
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	0	0%	N/A	N/A				

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002559953	Process/Procedure	Upheld	James Taylor, Taxation Manager	One aspect of email not properly dealt with. Apology sent to complainant and remedial action taken.
101002616526	Process/Procedure	Upheld	Margaret Kidd Sheila Strong	Data breach – remedial action taken

**Complaints Monitoring Report**  
**Housing and Property Services**

**Quarter 3 2020/21 - October to December 2020**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2019/20 Q3	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3
Total number of complaints received	58	44	17	33	61
Total number of complaints closed	60	46	17	27	65
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	46	77%	37	80%	8	47%	17	63%	47	72%
Number of complaints closed - Investigative	12	20%	9	20%	7	41%	10	37%	15	23%
Number of complaints closed - Escalated	2	3%	0	0%	2	12%	0	0%	3	5%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	25	54%	19	51%	2	25%	10	59%	27	57%
Number of Frontline complaints partially upheld	5	11%	5	14%	1	13%	3	18%	4	9%
Number of Frontline complaints not upheld	16	35%	13	35%	5	63%	4	24%	16	34%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	8%	1	11%	0	0%	0	0%	1	7%
Number of Investigative complaints partially upheld	6	50%	5	56%	3	43%	5	50%	7	47%



Number of Investigative complaints not upheld	5	42%	3	33%	4	57%	5	50%	7	47%
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Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	50%	0	N/A	1	50%	0	N/A	1	33%
Number of Escalated complaints partially upheld	1	50%	0	N/A	1	50%	0	N/A	2	67%
Number of Escalated complaints not upheld	0	0%	0	N/A	0	0%	0	N/A	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2019/20 Q3	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3
Average time in working days for a full response - Frontline	4.7	4.7	5.8	3.3	5.3
Average time in working days for a full response - Investigative	19.5	17.9	31.4	22.1	19.9
Average time in working days for a full response - Escalated	23.0	N/A	36.0	N/A	24.3

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	38	83%	28	76%	7	88%	17	100%	30	64%
Number of complaints closed within 20 working days - Investigative	9	75%	8	89%	3	43%	6	60%	10	67%
Number of complaints closed within 20 working days - Escalated	1	50%	0	N/A	0	0%	0	N/A	2	67%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2019/20 Q3		2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	6	13%	8	22%	0	0%	0	0%	12	26%
Number of complaints with an extension – Investigative or Escalated Investigative	4	29%	1	11%	6	67%	2	20%	5	28%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002487067	Frontline - Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Reinforcement – Didn't advise what he wanted, would discuss if someone contacted him - Staff member's attitude - upheld. - Member of staff to be spoken to about attitude.
101002509943	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Revision - Contacted to discuss. Mattress will be removed and temp repair will be carried out to rear fence. Service should have attended earlier to carry out repair to rear fence, although there is a continuing issue with boundary fence that needs consent from owner occupier to pay shared costs (no response from letter sent). Service made aware of issue.
101002532473	Frontline - Repairs/Capital/Planned maintenance	Upheld	Property Resources Manager	Revision - Breakdown in communication regarding procedures. This has now been resolved with Contact Centre and updating of information on MC Website.
101002426462	Investigative - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress - Investigate and respond - Additional works had not been completed in bathroom that tenant required. Plumber was sent back to complete works to satisfaction of tenant.
101002467309	Investigative - Complaint Against Staff	Partially Upheld	Area Housing Manager (East)	Reinforcement - How info was handled by council - upheld - admin failed to update system with information provided. Missed out on new build housing - not upheld - type of new build housing available was not in line with type of house complainant requires so did not miss out on new build house. To discuss failure to update system with admin team.
101002481918	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Redress - Meter Debt - not upheld - not left with utility debts when the tenancy commenced. Heating System and Safety Concerns - not upheld - system check confirmed it was safe. System was upgraded in accordance with current safety standards. Further review undertaken and no issues found - no time was safety put at risk. Loft Insulation - upheld - Asbestos tank should have been reinstated prior to new tenancy. Windows and doors - upheld - these should have been replaced but due to COVID-19 this has been delayed. Remedial repairs will be completed asap when restrictions are lifted. Various outstanding repairs - upheld - these should have been completed before tenancy commenced. Standard of property on commencement - partly upheld - Council offers paint packs – tenant is now happy with this. Floor coverings and blinds if in good

				order are left in properties to assist new tenants with furnishing costs - complainant has retained these items. Number of follow-on repairs should have been completed earlier. Repairs have been requested as directed and will be completed when restrictions have been lifted. Service aware.
101002513549	Investigative - Housing Estate Management	Partially Upheld	Area Housing Manager (West)	Reinforcement - Alleged damage to garden and car over period of time by neighbours - not able to substantiate - Police matter - not upheld. Height of Hedge - Historical complaint over 6 months old - not upheld. No response from Housing Officer - No response provided - CST will call complainant back - upheld. CST aware that a call back should have been provided to tenant and will ensure this does not happen again.
101002516604	Investigative - Housing Disputes	Partially Upheld	Area Housing Manager (West) / Heating & Electrical Manager/ Customer Services Contact Centre Team Leader	Reinforcement Revision - Person who dealt with complaint at Contact Centre was not nice or helpful - recorded calls confirm advisor was courteous, followed procedures and passed all concerns to relevant departments. Pest Control did not show up when first requested - upheld - staff shortage due to COVID so was not completed. Poor service from housing officer - upheld - AHO sought to act appropriately throughout all contact and see no reason to remove her from being complainant's Housing Officer, Housing Officer however should not have asked about abuse without some form of appropriate evidence. Not offered to decant - not upheld - another staff member witnessed the offer being made. This was turned down as an arrangement was already made for our Capital Programmes Team to make a payment onto complainant's electric meter. - Housing Team have been made aware of lack of action to arrange Pest Control. Out-with their control due to COVID at the time. Housing Officer to be advised about form of questioning regarding abuse.
101002536606	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Works should have been arranged prior to lockdown and tenant should have been informed of delay and a visit should have been rescheduled. CPT aware and will reinforce this for future cases.
101002543590	Frontline - Housing Estate Management	Upheld	Area Housing Manager (West)	Reinforcement - Estate Caretakers have not been able to visit areas due to COVID restrictions which has resulted in backlog. Areas will be cut today. Backlog will be caught up on in due course. Estate Caretakers aware.
101002557592	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Department should have responded to earlier requests and attended/visited sooner (issue seems to be that it was not passed on to the appropriate staff to deal with). Appropriate staff have been made aware of issue.
101002562760	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Inappropriate for staff to leave tenant to remove staples. All remedial works now completed. Discussion with appropriate staff regarding this and they agree this was inappropriate. This will not occur again.
101002563774	Frontline - Housing Estate Management	Upheld	Housing Services Manager	Reinforcement - Area Housing Team failed to pick up Lagan case and ask Central Admin Team to action. Area Housing Team made aware of mistake so no future cases occur.

101002572468	Frontline - Allocations	Upheld	Area Housing Manager (West)	Reinforcement - Delay in providing sign up information. Housing Officers made aware and procedures now in place to chase up any outstanding cases.
101002578556	Frontline - Homelessness	Partially Upheld	Senior Housing Needs Officer	Revision - Property request - Application not done in time - not upheld. Application had not been processed due to discrepancies in information provided. Staff member was waiting on tenant calling back with information. Lack of empathy from staff member - upheld. Discussion to take place with staff member regarding lack of empathy.
101002586737	Frontline - Housing Disputes	Partially Upheld	Area Housing Manager (East)	Reinforcement - Tone of staff member - not upheld - provided info required. Delay between handing in of keys and inspection - upheld. Housing Officers made aware of error.
101002591696	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Contacted - Complaint should have been dealt with in a more timely fashion. - Staff have been informed.
101002593750	Frontline - Housing Estate Management	Partially Upheld	Area Housing Manager (West)	Reinforcement - Garden condition - tenant will be reminded Bins - tenant also reminded Business from premises - not upheld - permissions granted Not following COVID guidelines - not a council matter - Estate caretakers have been out of action due to COVID but will now be visiting estates to check on conditions of tenants' properties.
101002593805	Frontline - Complaint Against Staff	Upheld	Business Manager	Reinforcement - Laid back approach by member of staff concerning PPE use re COVID-19. Reiterated to member of staff guidelines regarding PPE etc and appropriate action taken.
101002599268	Frontline - Repairs/Capital/Planned maintenance	Upheld	Property Resources Manager	Revision - Installation of Heat sensors not left in a suitable condition in property. - AI trunking to be removed and battery-operated detectors fitted. Contractor was present during meeting so this can be fed back to their staff.
101002600748	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Complainant reported problem 3 weeks ago and was not contacted. - CPTeam have been informed. Repairs have now been completed and complainant satisfied complaint has been dealt with.
101002528064	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Reinforcement - Condition home was left in - not upheld - disturbance payment and retouching decoration offered and procedures followed. Replacement hearth - standard procedure to replace with similar wooden plinth to remove need for tenants to replace carpets. Wooden plinth was provided. Dissatisfaction at how Council communicated during heating replacement - upheld - failed to attend pre-arranged visits and did not call to reschedule. Service made aware of lack of communication.
101002534336	Investigative - Other	Partially Upheld	Acting Head of Housing and Property	Reinforcement - Completion of paintwork in bathroom - delayed due to COVID restrictions - partly upheld. Kitchen Design same as everyone else - property is a one off design - not upheld.

				<p>Cannot use bread maker, nowhere to put ingredients - not upheld - Additional wall and floor units are to be fitted which will provide storage space - to be fitted after restrictions are lifted.</p> <p>Veg rack and cleaning items in shed - not upheld - was offered smaller storage cupboard so veg rack could be re-fitted - complainant changed mind and wanted bigger cupboard.</p> <p>Towel rail not put back in front of sink - Not upheld - fitting towel rail is not part of kitchen installation. Tradesman will provide this though if instruction given.</p> <p>Fridge unsafe re cable position - not upheld - during heating installation it was discovered that fridge was in front of boiler - this is not permitted so kitchen designer was required to show suitable position.</p> <p>Shelf not put back - not upheld - during visit agreement was made that storage units are due to be fitted once restrictions are lifted.</p> <p>No space next to cooker for heat dispersal - not upheld - meets regulations.</p> <p>Wall sockets in only one place - not upheld - sockets located either side of cooker as on approved drawing. During visit an additional socket adjacent to sink was offered and accepted - Due to COVID restrictions.</p>
101002544671	Investigative - Housing Support	Partially Upheld	Head of Housing and Property Services	<p>Redress - Poor advice - upheld - timescales advised were too optimistic.</p> <p>Accepting and moving into Property - partly upheld - officer's actions were not to pressure complainant but can see that they felt this way.</p> <p>Share Access - not upheld - complainant would be expected to raise any issues during viewing process.</p> <p>Benefits and Timescales - upheld - timescales were too optimistic.</p> <p>Rent Arrears - upheld - combination of factors contributed in large arrears.</p> <p>HoS to investigate with officer involvement. - HoS to have discussion with officers who were involved in case.</p>
101002571676	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager/ Area Housing Manager (West)/ Senior Housing Projects Officer	<p>Reinforcement - 1 Issues with radiators - not upheld - made attempts to contact to replace heating system.</p> <p>2 Master bedroom cold - part upheld - draught in bedroom should have been investigated sooner but new heating system would alleviate problem.</p> <p>3 - Extract fan - upheld - should have been carried out when reported.</p> <p>4 - Sub floors - part upheld - inspection should have been carried out sooner.</p> <p>5 - not upheld - Heating shut down for 2 days - correct procedures followed.</p> <p>6 - part-upheld - Had to wait longer than advised for key change but no recharge was made to complainant.</p> <p>7 - not upheld - gas fire shut down due to correct procedures.</p> <p>8 - Upheld - works should have been carried out after being reported.</p> <p>9 - Not upheld - no evidence to support complainant's call.</p> <p>10 - Upheld - Works should have been carried out sooner. - Appropriate departments have been reminded about these repairs which should have taken place sooner. A check will be made to ensure all works are completed.</p>

101002578197	Investigative - Allocations	Partially Upheld	Supported Accommodation Manager	Reinforcement - Offer to be withdrawn and young couple to be offered suitable accommodation to fit the needs of all family members within and out-with the property. Property Condition - Upheld - Accommodation was not up to a satisfactory condition. When alerted Council took action to rectify. Suitability - not upheld - Accommodation was for sole use and not allocated for visitor's needs. Housing Officer - not upheld - not formally made so no reason to be withdrawn - Condition of property discussed with officers
101002600804	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Tone and choice of words from contractor upset complainant. - Contractor has been spoken to about the tone they used. Different staff member will be used next year if possible. Complainant has provided alternative supplier.
101002607748	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Reinforcement - Not upheld - Cannot prove who disconnected the alarms but alarms were functional with batteries and tenant satisfied of this and that no intention seems to have been caused. Upheld - Condition of ceiling - a repair has been requested. Repair scheduler informed of repair and has arranged for this to take place.
101002608539	Frontline - Repairs/Capital/Planned maintenance	Upheld	Architectural Assistant/Senior Project Officer	Reinforcement - Cust to send photos in. Contractor left a mess in the complainant's house after fitting alarm system - upheld. Discussed with contractor - contractor has apologised to complainant and will provide their staff with a tool talk to ensure this does not happen again. Complainant happy with actions contractor and Council have taken.
101002609356	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Would like staff member spoken about their attitude as they behaved like a school child - Attitude fallen short towards COVID procedure with complainant. Repairs supervisor will discuss with joiners in question. Supervisor will also review work carried out by Joiners.
101002609820	Frontline - Strategy & Development	Upheld	Housing Strategy and Development Manager	Revision - Unacceptable delay in providing drawings - upheld - process not robust. Processes will be updated to prevent further instances.
101002617494	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Reinforcement - Service was aware of damp - upheld Other repairs - various attempts made for visit - phone calls and leaving cards but no further contact was made by complainant - not upheld. - Inspection being organised and remedial action will be taken to resolve this.
101002620204	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Upheld - time taken to deal with matter - should have been identified/resolved sooner and communicated better to complainant. - CPT informed regarding communication etc
101002620301	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Communication should have been better, particularly in relation to replacing damaged blinds. Discussion with Capital Programme Team regarding communication.

101002621684	Frontline - Repairs/Capital/Planned maintenance	Upheld	Property Resources Manager	Reinforcement - Excess water issue investigated and resolved to stop the black sludge from coming into the garden and down the footpath at the back of the property. Upheld - not dealt with in a timely manner. CPT made aware of this and are now investigating and will rectify situation for complainant.
101002622148	Frontline - Complaint Against Staff	Upheld	Business Manager	Reinforcement - Customer has said that they would like it mandatory that all workmen should arrived with the proper equipment and PPE. Staff member did not wear PPE. - 1) The engineer has been reminded to carry adequate stocks of PPE including wipes and masks. Staff should never borrow PPE from tenants. There is no excuse for this. 2) An email has been sent instructing that all trades are briefed on the requirements 3) Apology to the tenant and agreed that it is not acceptable 4) Tenant confirmed no COVID questions were asked 5) Our system shows contact regarding the appointments made but tenant maintained that they was not aware.
101002622379	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Revision - Repair - Conflicting advice given - Staff in both departments have been informed and a revision of procedure advised.
101002625658	Frontline - Complaint Against Staff	Upheld	DLO Manager	Reinforcement Revision - Investigation - Want member of staff disciplined for not wearing a face mask - upheld - member of staff did not inform management that they were exempt. - Policies and Procedures have been updated we will: • Make sure that we are only working if we are fit and well to do so • Keep at least two metres apart from you and your household • Carry and use hand sanitiser • Always have the personal protective equipment (PPE) that we need • Minimise the number of visits we take to complete a job when possible • Clean any surfaces we need to touch • Politely decline the offer of refreshments We politely ask everyone to observe social distancing with our staff, both inside and outside your home, whether they are wearing a mask or not. Where customers are not willing to do this, we reserve the right not to enter the property. Staff member failed to show ID or ask scripted Covid questions before entering home. Upheld - unacceptable and staff member has been disciplined accordingly and apologised for the clear inconvenience that this caused the complainant and family. Wearing face coverings - not mandatory - upheld as understand how uncomfortable complainant felt and staff member should not have entered home and sent another staff member to complete repair. Home visiting policy - Upheld - Policies consulted with Unions and staff. In

				light of not all employees able to wear masks, snoods will now be available to staff members as extra precaution.
101002625736	Frontline - Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Reinforcement & Reimbursement - Workman should not have left property without discussion what further actions were required and should have left furniture as they found it. - Toolbox talk given to workmen and compensation provided to complainant.
101002628002	Frontline - Repairs/Capital/Planned maintenance	Upheld	Property Resources Manager	Reinforcement - Insufficient communication provided by the CPT Team due to shortage in staff. CPT staff have been informed and reminded of deadlines.
101002628180	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Property Resources Manager	Redress - Repairs - Upheld - delay in providing this. Heating replacement - on contract - not upheld - tenant was advised of this. Delay in scheduling repairs due to shortage of staff.
101002633665	Frontline - Repairs/Capital/Planned maintenance	Upheld	Property Resources Manager	Reinforcement - Delay of more than 2 weeks since DLO condemned boiler. Contacted Contractor to arrange urgently.
101002639082	Frontline - Repairs/Capital/Planned maintenance	Upheld	Property Resources Manager	Reinforcement - Continued faults in heating system were not resolved. Now sorted. Capital Programmes Team made aware of various contacts that had not been followed up. Processed reinforced.
101002641724	Frontline - Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	Reinforcement - Unacceptable delay in providing voids works. This has now been rectified and complainant now happy with outcome. CPT and DLO informed of delays. Reinforcement of timeous repairs to be completed. Shortage in staff at present time.
101002641741	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Property Resources Manager	Reinforcement – 1 - Inclusion with contract and poor communication - upheld 2 - Delays in works commencing - upheld 3 - Preparations in advance - not upheld 4 - Current insulation standards - not upheld - investigations to take place. Contractor informed of poor communication and decorations done in advance.
101002641742	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress - Boiler was replaced in 2014 but radiators/pipes were not and they are now life-expired. CPT have arranged for replacement pipes/radiators and complainant is happy.
101002643624	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Revision - Numerous visits made and no resolution provided to complainant. Visit made to tenant and report to be carried out to identify issues. DLO dept made aware that further investigation would have been needed.
101002649038	Frontline - Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	Reinforcement - Someone to contact me and a radiator installed. Although no radiator can be fitted in porch, CPT did not get back to complainant with an explanation to this. Tenant has now been informed. CPT aware that no communication was made previously.



101002649663	Frontline - Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	Reinforcement - Investigation - Contractor did not show up when they had arranged to. Contractor has been in touch with complainant to apologise and have now rectified the issues. Complainant happy.
101002650204	Frontline - Repairs/Capital/Planned maintenance	Upheld	#N/A	Revision - Noise coming from heating pipes. Informed council and contractors several times without getting resolved. Contractor has been told of issue again and has arranged Heating company to visit. Contractor should have arranged this previously.
101002650765	Frontline - Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	Reinforcement - Investigation - CPT should have got back to complainant to explain situation earlier. CP Team aware of issue.
101002650891	Frontline - Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	Reinforcement - Investigation - Poor service when complainant requested to get better insulation. CPT aware and order has been made to replace insulation.
101002651188	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement & Reimbursement - Repair - Damage was caused by workmen Compensation offered and accepted. Workmen made aware to prevent further damage to other households.
101002654537	Frontline - Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	Revision - Tiles were power washed by council and this caused damage to the roof. Tiles have now been ordered and when wall dry will be fixed. Department informed that power washed tiles.
101002656200	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement & Reimbursement - Wants investigation - Carpet was damaged and workmen did not attend within timescale. Duty Officer informed that call was not passed on. Reminded of procedure.
101002656742	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager/ Property Resources Manager	Reinforcement - Lack of communication between services. Both services made aware.
101002660022	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Revision - Wrong priority put on repair - Scheduling team made aware.
101002581978	Investigative - Allocations	Partially Upheld	Housing Needs Manager /CST/ Area Housing Manager (West)	Revision - Allocation Procedure - Not upheld - MC Procedures have been followed. Anti-social behaviour- complaint dealt with on time - upheld - confusion between departments as to who was dealing with complaint. Rubbish build-up - not upheld - due to COVID Estate Caretakers service was postponed. Now in service again and matter is being dealt with. Procedures with ASB complaints have been discussed with service to ensure a mix up should not happen again.

101002592515	Investigative - Complaint Against Staff	Partially Upheld	Business Manager / DLO Manager	Reinforcement - Neighbour taking photos - Police matter - not upheld Neighbour blocked vehicle - member of staff discussed with manager - upheld Loud parties - police matter - not upheld Staff member transferring items from council fleet to private business van - not substantiated - not upheld. Manager has discussed parking restrictions with member of staff.
101002596656	Investigative - Housing Disputes	Upheld	Area Housing Manager (West) / Housing Services Manager	Revision - Upheld - due to condition of communal area. Discussions have taken place with Housing Officer and Housing Services Manager.
101002597653	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager/ Housing Needs Operational Manager	Reinforcement - Repair to roof reported continually - Upheld - did not deal with this when required. Covid also contributed to waiting time. Service - upheld - unacceptable - falls short of service request. Housing Allocation - not upheld - lack of availability - procedures have been followed. Service aware of poor level of service. Staff to be updated to prevent same issue in future.
101002608741	Investigative - Housing Disputes	Partially Upheld	Housing Services Manager	Reinforcement - Investigation - Not misled by AHOs regarding outstanding balance - was provided accurate info during time in question - not upheld. Email sent to old email address - upheld - discussed with AHO and checks to be put in place to ensure correct details are used.
101002614502	Investigative - Homelessness	Partially Upheld	Housing Needs Manager / Supported Accommodation Manager	Reinforcement - Cleanliness of temp accomm - upheld - not up to standard required. Tenancy Acceptance Timescale - Policies and Procedures followed - not upheld. Missed out on other tenancies - not upheld - was not considered by Homehunt for one tenancy that became available after tenant had already accepted this tenancy. Caretakers informed that condition of temp properties to be scrutinised further before tenant accepts property
101002615311	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Revision - Time taken to rectify damp - upheld - not acceptable. Unsatisfied with how previous complaints were handled which complainant believed resulted in not getting transfer - not upheld - not restricted after investigation. Capital Programmes Team informed of how complaints re damp were dealt with. Revision of how damp issues are dealt with to be completed in team.
101002628037	Investigative - Allocations	Partially Upheld	Area Housing Manager (East)/ Property Resources Manager	Revision – 1) Housing officer late - upheld - although not informed. 2) Area Housing Officer entered property with tenant - upheld. 3) AHO did not go through tenancy pack - Not upheld - normal procedure was followed. 4) Overcharge of rent - not upheld - correct procedure followed.

				<p>5) No one explained boiler - not upheld - AHO offered that an order was raised for DLO to come out to explain.</p> <p>6) 2 Thermostats in property - upheld.</p> <p>7) Cracked toilet - upheld</p> <p>8) Broken letterbox</p> <p>9) Radiators black when bled - not upheld - common issue.</p> <p>10) Condensation in window - upheld.</p> <p>11) Lack of door security - door is standard - not upheld.</p> <p>12) Lack of fire entrance - not upheld - door meets fire standard. - Voids team have been made aware of issues and all outstanding works have been organised.</p>
101002632664	Investigative - Housing Disputes	Partially Upheld	DLO Manager/ Housing Services Manager	<p>Reinforcement &amp; Reimbursement –</p> <p>1) Harassment from Housing Officer - not upheld - Housing Officer was following procedures and trying to help complainant sustain tenancy.</p> <p>2) Property offered not habitable - not upheld - property was let in accordance with agreed letting standard and leak occurred was genuine repair not linked to void.</p> <p>3) Repairs to ceiling not carried out on date given - not upheld - attended and made area safe within timescales and repair completed also within timescales.</p> <p>4) Asbestos in ceilings - made property uninhabitable - upheld - uninhabitable for 5 week period. CPT aware of issue and rent rebate put in place for complainant.</p>
101002640815	Investigative - Repairs/Capital/Planned maintenance	Upheld	Property Resources Manager	<p>Reinforcement - Was not dealt with in a timeous manner. With Scottish Water and filter and bulb now replaced. CPT aware.</p>
101002659244	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	<p>Reinforcement - condition of property - upheld - repairs outstanding should have been highlighted to complainant.</p> <p>No of issues when moved in - upheld - should have been advised these would be rectified sooner.</p> <p>Extend former fireplace - upheld as further finish was required although cannot extend finish to edge of wall as not viable.</p> <p>Heating system not working re inadequate radiators - not upheld - no evidence - well within life expectancy and not scheduled to be replaced. - Voids team made aware that tenant should have been informed sooner re repairs to be completed.</p>



Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A		
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A		
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A		

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A				
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A				
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A				

The average time in working days for a full response to complaints at each stage										
RESPONSE TIME	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
Average time in working days for a full response - Frontline	N/A		N/A		N/A					
Average time in working days for a full response - Investigative	N/A		N/A		N/A					
Average time in working days for a full response - Escalated	N/A		N/A		N/A					

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	N/A	N/A	N/A	N/A				
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A				

Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A		
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Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	N/A	N/A	N/A	N/A				
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	N/A	N/A				

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
N/A				