

## Complaints Monitoring Report Housing and Property Services

### Quarter 4 2020/21 - January to March 2021

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Total number of complaints received	44	17	33	62	52
Total number of complaints closed	46	17	27	66	53
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	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	37	80.4%	8	47.1%	17	63%	48	72.7%	33	62.3%
Number of complaints closed - Investigative	9	19.6%	7	41.2%	10	37%	15	22.7%	16	30.2%
Number of complaints closed - Escalated	0	0%	2	11.8%	0	0%	3	4.5%	4	7.5%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	19	51.4%	2	25%	10	58.8%	28	58.3%	20	60.6%
Number of Frontline complaints partially upheld	5	13.5%	1	12.5%	3	17.6%	4	8.3%	2	6.1%
Number of Frontline complaints not upheld	13	35.1%	5	62.5%	4	23.5%	16	33.3%	11	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>	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	11.1%	0	0%	0	0%	1	6.7%	1	6.3%
Number of Investigative complaints partially upheld	5	55.6%	3	42.9%	5	50%	7	46.7%	10	62.5%
Number of Investigative complaints not upheld	3	33.3%	4	57.1%	5	50%	7	46.7%	5	31.3%

<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>	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	1	50%	N/A	N/A	1	33.3%	2	50%
Number of Escalated complaints partially upheld	N/A	N/A	1	50%	N/A	N/A	2	66.7%	1	25%
Number of Escalated complaints not upheld	N/A	N/A	0	0%	N/A	N/A	0	0%	1	25%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Average time in working days for a full response - Frontline	4.68	5.75	3.29	5.25	5.7
Average time in working days for a full response - Investigative	17.89	31.29	22.10	19.87	17.13
Average time in working days for a full response - Escalated	N/A	36.0	N/A	4.5	22.25

<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>	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	28	96.6%	7	87.5%	17	100%	31	86.1%	23	95.8%
Number of complaints closed within 20 working days - Investigative	8	100%	3	100%	6	75%	10	90.9%	17	86.7%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	N/A	N/A	2	100%	3	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>		Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
		number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline		8	89%	0	0%	N/A	N/A	12	71%	9	90%
Number of complaints with an extension – Investigative or Escalated Investigative		1	100%	2	100%	2	50%	5	83%	2	50%

<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>						
<b>Complaint ID</b>	<b>Frontline = 1 Investigative = 2</b>	<b>Complaint Type</b>	<b>Investigating Officer</b>	<b>Decision</b>	<b>Outcome</b>	<b>Learning Outcome</b>
101002659983	1	Repairs/Capital/ Planned maintenance	Tracey McKie	Upheld	Reinforcement	Install supervisor made aware and will raise with the team.
101002665325	1	Housing Estate Management	Kim Duffy	Upheld	Revision	Asset Manager to look into possible solutions for additional parking once lockdown has eased.
101002666953	1	Repairs/Capital/ Planned maintenance	Tracey McKie	Upheld	Reinforcement and Reimbursement	Repair Schedulers have been informed to ensure this does not happen in the future.
101002668209	1	Repairs/Capital/ Planned maintenance	Tracey McKie	Upheld	Reinforcement	Departments made aware and reinforcement of procedures to take place. Wet wall being installed after COVID restrictions are lifted.
101002669369	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Revision	Appointment to be issued to rectify all issues as soon as Covid restrictions are eased. Department has been made aware of Communication issues to prevent this happening again.
101002669374	1	Repairs/Capital/ Planned maintenance	Tracey McKie	Upheld	Reinforcement	Poor workmanship forwarded to Heating Installation Team so they can identify who carried out works and see what lessons can be learned.
101002669392	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Reinforcement	Repairs will be completed but on hold re COVID restrictions.

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002671222	1	Repairs/Capital/ Planned maintenance	Tracey McKie	Upheld	Reinforcement	Schedulers have been made aware of this error to rectify in future.
101002691158	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Reinforcement	Customer to be provided with paint pack if required. Due to lack of staffing Capital Programmes Team aware of issues.
101002700847	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Reinforcement	Delays due to pandemic.
101002700883	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Revision	Service failure on both parts. CPT - lessons have been learned from this incidents regarding Air Source Heat Pumps.
101002709386	1	Housing Disputes	Cath McGowan	Partially Upheld	Reinforcement	Service aware of downsizing error and reinforcement to ensure this does not happen again - new staff member now in place.
101002717103	1	Repairs/Capital/ Planned maintenance	Tracey McKie	Upheld	Revision	Sub-contractor has been employed to renew pipework. Contact centre to provide info re process to catch repeat calls.
101002719741	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Reinforcement	Capital Programmes Team have been informed.
101002722702	1	Complaint Against Staff	Colin Watson	Upheld	Reinforcement	Employees reminded to be more aware of how they park and that although employees are in a bubble, they should still maintain social distancing where possible.
101002725597	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Reinforcement	Capital Programmes team have been made aware.
101002726088	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Redress	Manufacturer and contractor have been informed.
101002728470	1	Repairs/Capital/ Planned maintenance	Tracey McKie	Upheld	Redress	This is an issue within the gas team due to the nature of the work. Gas Tag has been implemented and will hopefully be fully integrated shortly. Gas Tag gives the attending engineer a full history of work taken to date and diagnosis from the previous engineer. Gas Tag will stop this occurring once implemented.

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002743904	1	Complaint Against Staff	Tracey McKie	Upheld	Reinforcement	<p>We have apologised to the tenant and she is satisfied, the complaint can now be closed and marked as upheld.</p> <p>The statement from the member of staff has been passed to his Manager for review. During the meeting with the engineers supervisor, he was given the Council's code of conduct and he has also been reminded of the safe operating procedure. This will be recorded on file and any further instances may result in formal action being taken.</p>
101002747272	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Partially Upheld	Reinforcement	Housing Officer to be made aware of lack of contact.
101002749714	1	Repairs/Capital/ Planned maintenance	Tracey McKie	Upheld	Reinforcement	The Engineer who attended previously has been interviewed by his Supervisor regarding his attitude and the PPE procedure. The engineer denies all the allegations raised by the tenant. Unfortunately we are unable to substantiate the tenants claims, therefore we have reminded the engineer about appropriate language and conduct when dealing with our Tenants. In addition to this he has been given the council code of conduct and the customer charter notices as a reminder of the standards we expect from our employees.
101002753759	1	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Reinforcement	Complainant has now been advised of works that will be completed after lockdown restrictions.
101002653107	2	Allocations	Christine Bettison	Partially Upheld	Reinforcement	Issue raised with appropriate service managers in bid to prevent future reoccurrence.
101002671409	2	Repairs/Capital/ Planned maintenance	Moray Macleod	Partially Upheld	Revision and Reimbursement	Out of Hours team, contractors and all other appropriate staff have been made aware of issues and a revision of practice is to take place.
101002678148	2	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Reinforcement	Capital Programmes Team have been informed about delay in action.

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002679321	2	Repairs/Capital/ Planned maintenance	Paul Kendrick	Partially Upheld	Reinforcement and Revision	Capital Programmes Team aware of lack of action to prevent this from occurring again.
101002685601	2	Housing Disputes	Cath McGowan	Partially Upheld	Reinforcement	Services have been made aware of issues to ensure this does not happen again.
101002692541	2	Housing Estate Management	Cath McGowan	Partially Upheld	Reinforcement	CST have been passed this info to ensure this does not reoccur.
101002699304	2	Complaint Against Staff	Kim Duffy	Partially Upheld	Revision	Issues discussed with AHO to prevent future similar issues occurring.
101002700642	2	Housing Estate Management	Cath McGowan	Partially Upheld	Reinforcement	Plumber has been reminded to ensure water is turned on again when working within street piping.
101002701513	2	Repairs/Capital/ Planned maintenance	Paul Kendrick	Upheld	Reinforcement	Capital Programmes Team under staffing pressure and aware of these types of cases.
101002704540	2	Housing Estate Management	Kim Duffy/Paul Kendrick/Legal /ASB	Partially Upheld	Redress	CPT have been made aware to investigate insulation at property when restrictions are lifted.
101002704743	2	Complaint Against Staff	Mike Rollo	Upheld	Revision	Issues to be discussed with DHO to ensure this type of incident does not re-occur.
101002712372	2	Housing Disputes	Cath McGowan/Mik e Rollo/Fiona Coutts/Legal	Partially Upheld	Reinforcement	Capital Programmes Team made aware.
101002715390	2	Complaint Against Staff	Kim Duffy	Partially Upheld	Revision	AHO has had further revision of when to approach a tenant and how the approach is made.
101002745305	2	Repairs/Capital/ Planned maintenance	Paul Kendrick	Partially Upheld	Reinforcement	Capital Programmes Team aware of issues highlighted.