

## Complaints Monitoring Report Housing and Property Services

### Quarter 1 2021/22 – April to June 2021

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22
Total number of complaints received	17	33	62	52	46
Total number of complaints closed	17	27	66	53	42
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	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	8	47.1%	17	63%	48	72.7%	33	62.3%	31	73.8%
Number of complaints closed - Investigative	7	41.2%	10	37%	15	22.7%	16	30.2%	7	16.7%
Number of complaints closed - Escalated	2	11.8%	0	0%	3	4.5%	4	7.5%	4	9.5%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	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	2	25%	10	58.8%	28	58.3%	20	60.6%	9	29%
Number of Frontline complaints partially upheld	1	12.5%	3	17.6%	4	8.3%	2	6.1%	3	9.7%
Number of Frontline complaints not upheld	5	62.5%	4	23.5%	16	33.3%	11	33.3%	14	45.2%
Number of Frontline complaints closed at "resolution"									5	16.1%

<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	0	0%	0	0%	1	6.7%	1	6.3%	0	0%
Number of Investigative complaints partially upheld	3	42.9%	5	50%	7	46.7%	10	62.5%	4	57.1%
Number of Investigative complaints not upheld	4	57.1%	5	50%	7	46.7%	5	31.3%	3	42.9%
Number of Investigative complaints closed at "resolution"									0	0%

<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>	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	1	50%	N/A	N/A	1	33.3%	2	50%	2	50%
Number of Escalated complaints partially upheld	1	50%	N/A	N/A	2	66.7%	1	25%	1	25%
Number of Escalated complaints not upheld	0	0%	N/A	N/A	0	0%	1	25%	1	25%
Number of Escalated complaints closed at "resolution"									0	0%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	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	5.75	3.29	5.25	5.7	4.54
Average time in working days for a full response - Investigative	31.29	22.10	19.87	17.13	20.14
Average time in working days for a full response - Escalated	36.0	N/A	4.5	22.25	27

<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>	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	7	87.5%	17	100%	31	86.1%	23	95.8%	21	77.8%
Number of complaints closed within 20 working days - Investigative	3	100%	6	75%	10	90.9%	17	86.7%	6	100%
Number of complaints closed within 20 working days - Escalated	0	0%	N/A	N/A	2	100%	3	100%	2	100%

**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	0	0%	N/A	N/A	12	71%	9	90%	4	40%
Number of complaints with an extension – Investigative or Escalated Investigative	2	100%	2	50%	5	83%	2	50%	3	100%

**UPHELD OR PARTIALLY UPHELD COMPLAINTS**

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002762151	1	Repairs/Capital/Planned maintenance	Tracey McKie	Upheld	Redress	Contractor made aware and will visit after restrictions lifted.
101002763359	1	Repairs/Capital/Planned maintenance	Tracey McKie	Partially Upheld	Revision	1) The gas pipework is safe but it would be beneficial if it was changed. 2) Pipework was changed on 09/04/21 3) W/c 12/04/21 joiner to attend to complete remedial works 4) The tenant states she has been withholding her rent since November due to repairs o/s. I told her there was a process for this, you can't just withhold rent. 5) DD has been honoured and account will be brought up to date. The tenant is aggrieved the arrears were included in the DD. According to the tenant nobody asked her, which I then discovered was not exactly true as she then told me she had received a DD letter from rent admin team. Tenant has been advised by me that a recalculation of DD is normal practice where a balance is o/s.
101002764627	1	Repairs/Capital/Planned maintenance	Tracey McKie	Upheld	Reinforcement & Reimbursement	Compensation agreed for use of electric heaters - repair scheduler made aware of complaint.
101002782640	1	Housing Estate Management	Tracey McKie	Upheld		Works order issued to replace front door

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002789527	1	Repairs/Capital/Planned maintenance	Tracey McKie	Upheld	Reinforcement	CPT have been informed and a reinforcement of procedures on contacting tenants to be undertaken.
101002791236	1	Housing Estate Management	Kim Duffy	Upheld	Redress	System has been fixed.
101002796047	1	Repairs/Capital/Planned maintenance	Mike Rollo	Upheld	Reinforcement	Capital Programmes Team made aware of lack of communication.
101002797879	1	Allocations	Fiona Coutts	Resolution		n/a
101002800390	1	Housing Estate Management	Kim Duffy	Upheld	Reinforcement	Removal requested and Estate Caretaker informed for future.
101002800418	1	Repairs/Capital/Planned maintenance	Tracey McKie	Partially Upheld	Reinforcement	<p>We have apologised to the Tenant for the poor customer care she has experienced with us. We have spoken with the scheduling team and are confident this will not happen in the future. We have explained that the initial parts ordered were incorrect and hence the delay. When the parts finally arrive we will carry out the repair.</p> <p>Going forward we are in discussion with a local supplier, who can offer us a "plumbing repairs portal". This means that trades order parts directly, this will stop the margin for mistake. We hope to progress this with the supplier within the next few weeks.</p>
101002804474	1	Repairs/Capital/Planned maintenance	Tracey McKie	Resolution	Reinforcement	Staff will be given training to ensure communication regarding repairs that are added to contracts have been explained to the tenants.
101002810252	1	Repairs/Capital/Planned maintenance	Tracey McKie/Eddie Milne	Partially Upheld	Reinforcement	More communication required. Address to be included in carbon reduction contract which will consider number of renewable energy sources. should commence around Oct/Nov as waiting for Grant from SG.
101002812110	1	Allocations	Fiona Coutts	Resolution	Redress	See above.
101002816573	1	Allocations	Fiona Coutts	Resolution		See above
101002818002	1	Allocations	Fiona Coutts	Resolution	Reinforcement	See above.

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002818416	1	Other	Olive Scotson	Upheld	Revision	1) RCC updated with both contacts for Mrs Cameron with correct information. 2) Cross checking procedure in place for rota's
101002827295	1	Housing Estate Management	Kim Duffy	Upheld	Reinforcement	Warning letter to be issued to neighbour and followed up.
101002676873	2	Repairs/Capital/Planned maintenance	Cath McGowan/David Munro	Partially Upheld	Revision	Housing Services Team informed of decision re tenant's debt.
101002748097	2	Repairs/Capital/Planned maintenance	Paul Kendrick	Partially Upheld	Revision	Capital Programmes Team aware of issues going forward.
101002760617	2	Repairs/Capital/Planned maintenance	Paul Kendrick/Kim Duffy	Partially Upheld	Reinforcement & Revision	Capital Programmes Team aware of issues in service and to improve communication with tenants.
101002769399	2	Repairs/Capital/Planned maintenance	Eddie Milne/Paul Kendrick	Upheld	Reinforcement & Redress	Maintenance of ground to be improved and DLO will lift and relevel flagstones.
101002774303	2	Repairs/Capital/Planned maintenance	Paul Kendrick/Tracey McKie	Partially Upheld	Reinforcement	Capital Programmes Team advised of lack of follow up to ensure this does not happen in future.
101002786127	2	Repairs/Capital/Planned maintenance	Paul Kendrick	Upheld	Revision & Reimbursement	Everwarm have arranged for BT to fix cable. Carpets to be cleaned or compensation offered. Temp electrician has been removed from contract. Cleaning of house has been offered by Everwarm - waiting for complainant to get back in touch. Spitting aspect being dealt with internally and is unacceptable. Discussions have taken place with Contractors and matters reinforced
101002791203	2	Repairs/Capital/Planned maintenance	Paul Kendrick	Partially Upheld	Reinforcement	Issues have been discussed with Everwarm, Heating Contractors to ensure poor level of service does not re-occur.