

Complaints Monitoring Report Housing and Property Services

Quarter 3 2021/22 – October to December 2021

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22
Total number of complaints received	62	52	46	34	38
Total number of complaints closed	66	53	42	39	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.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	48	72.7%	33	62.3%	31	73.8%	26	66.7%	38	92.7%
Number of complaints closed - Investigative	15	22.7%	16	30.2%	7	16.7%	11	28.2%	3	7.3%
Number of complaints closed - Escalated	3	4.5%	4	7.5%	4	9.5%	2	5.1%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	28	58.3%	20	60.6%	9	29%	13	50%	24	63.2%
Number of Frontline complaints partially upheld	4	8.3%	2	6.1%	3	9.7%	1	3.8%	3	7.9%
Number of Frontline complaints not upheld	16	33.3%	11	33.3%	14	45.2%	10	38.5%	11	28.9%
Number of Frontline complaints closed at "resolution"					5	16.1%	2	7.7%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	6.7%	1	6.3%	0	0%	2	18.2%	1	33.3%
Number of Investigative complaints partially upheld	7	46.7%	10	62.5%	4	57.1%	5	45.5%	1	33.3%
Number of Investigative complaints not upheld	7	46.7%	5	31.3%	3	42.9%	4	36.4%	1	33.3%
Number of Investigative complaints closed at "resolution"					0	0%	0	0%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	33.3%	2	50%	2	50%	0	0%	N/A	N/A
Number of Escalated complaints partially upheld	2	66.7%	1	25%	1	25%	0	0%	N/A	N/A
Number of Escalated complaints not upheld	0	0%	1	25%	1	25%	2	100%	N/A	N/A
Number of Escalated complaints closed at "resolution"					0	0%	0	0%	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22
Average time in working days for a full response - Frontline	5.25	5.7	4.54	4.46	4.61
Average time in working days for a full response - Investigative	19.87	17.13	20.14	28	19
Average time in working days for a full response - Escalated	4.5	22.25	27	29	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 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	31	86.1%	23	95.8%	21	77.8%	19	90.5%	32	97%
Number of complaints closed within 20 working days - Investigative	10	90.9%	17	86.7%	6	100%	8	88.9%	2	100%
Number of complaints closed within 20 working days - Escalated	2	100%	3	100%	2	100%	0	0%	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 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	12	71%	9	90%	4	40%	5	71%	4	80%
Number of complaints with an extension – Investigative or Escalated Investigative	5	83%	2	50%	3	100%	2	40%	1	100%

UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002895044	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Revision	Issue discussed with appropriate staff to prevent reoccurrence.
101002896102	1	Repairs/Capital/ Planned maintenance	Business Manager	Partially Upheld	Reimbursement	BACS payment provided to tenant. Tenant satisfied with outcome.
101002898509	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Appropriate staff made aware.
101002900787	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Department made aware of issues to rectify for future similar issues.
101002901273	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Investigation to take place in stores department to see why delays occurred to ensure timescales are followed.
101002902451	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Departments made aware of poor communication to ensure this is not repeated.
101002905408	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Service aware to ensure this is not repeated.
101002907100	1	Complaint Against Staff	Business Manager	Upheld	Reinforcement	Department made aware of issues to rectify for future similar issues.
101002907848	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement / Reimbursement	Tenant Liaison Officer made aware and compensation offered to tenant.

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002910696	1	Housing Support	Housing Needs Operational Manager	Partially Upheld	Revision	Further training and guidance has been provided to staff and more robust monitoring processes have been implemented.
101002911208	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Contact made with contractor to ensure this does not happen again.
101002914183	1	Repairs/Capital/Planned maintenance	Building Services Manager	Upheld	Reinforcement	Temporary fix to be carried out meantime and service made aware of poor communication so this is not repeated.
101002914756	1	Repairs/Capital/Planned maintenance	Business Manager	Partially Upheld	Redress	Issue arose before Change Management Plan. Teams now in place correctly so issue should not reoccur.
101002917243	1	Repairs/Capital/Planned maintenance	Building Services Manager	Upheld	Reinforcement	Team has been made aware of lack of contact to ensure this does not happen in the future.
101002919122	1	Repairs/Capital/Planned maintenance	Building Services Manager	Upheld	Reinforcement	Apology to tenant due to backlog of works - service made aware to ensure this is not repeated.
101002923680	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Redress	Will contact tenant with date for repairs when available. Lack of joiners and backlog of work - explained to tenant.
101002933707	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reimbursement	Department made aware this had been missed.
101002935896	1	Repairs/Capital/Planned maintenance	Building Services Manager	Upheld	Reinforcement	Repairs Scheduler made aware to prevent further cases.
101002937066	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Redress	Repairs Manager returns next week and progress with tenant directly to be prioritised.
101002938362	1	Repairs/Capital/Planned maintenance	Building Services Manager	Upheld	Reinforcement	Department made aware of poor communication due to absence.

Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101002938899	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reimbursement	Repairs scheduler has been made aware of initial report of repair which was not ordered and lack of communication regarding delay in scaffolding being erected so team are aware.
101002940671	1	Repairs/Capital/ Planned maintenance	Building Services Manager	Upheld	Reinforcement	Delays with manufacturer but communication should have been better. Repairs scheduler made aware of situation to avoid repeat.
101002943139	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Repairs and Voids Manager made aware and works now scheduled and scaffolding will be removed on completion of job next week. Complainant satisfied.
101002944756	1	Repairs/Capital/ Planned maintenance	Building Services Manager	Upheld	Revision	No updates from roads department. Service made aware.
101002946785	1	Complaint Against Staff	Business Manager	Upheld	Redress	An investigation will take place and appropriate action taken. Complainant requested no contact.
101002947530	1	Repairs/Capital/ Planned maintenance	Building Services Manager	Upheld	Revision	Due to pressures in service with Storm Arwen - schedulers made aware.
101002950895	1	Repairs/Capital/ Planned maintenance	Building Services Manager	Upheld	Reinforcement	Repair scheduler made aware to prevent issue reoccurring.
101002888997	2	Other	Building Services Manager	Partially Upheld	Reimbursement / Redress	Third party to offer compensation payment and contract terminated.
101002904459	2	Repairs/Capital/ Planned maintenance	Building Services Manager	Upheld	Reimbursement	Department made aware of failings and further training to be provided.