

**Complaints Monitoring Report  
Housing and Property Services  
Quarter 4 2021/22 – January to March 2022**

| <b>Total Complaints Received and Total Complaints Closed</b>   |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|
| <b>NUMBER OF COMPLAINTS</b>  | Q4 2020/21 | Q1 2021/22 | Q2 2021/22 | Q3 2021/22 | Q4 2021/22 |
| Total number of complaints received  | 52         | 46         | 34         | 38         | 40         |
| Total number of complaints closed  | 53         | 42         | 39         | 41         | 39         |
| 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>   | Q4 2020/21 |       | Q1 2021/22 |       | Q2 2021/22 |       | Q3 2021/22 |       | Q4 2021/22 |       |
|   | number     | %     | number     | %     | number     | %     | number     | %     | number     | %     |
| Number of complaints closed - Frontline   | 33         | 62.3% | 31         | 73.8% | 26         | 66.7% | 38         | 92.7% | 31         | 79.5% |
| Number of complaints closed – Investigative   | 16         | 30.2% | 7          | 16.7% | 11         | 28.2% | 3          | 7.3%  | 4          | 10.3% |
| Number of complaints closed – Escalated   | 4          | 7.5%  | 4          | 9.5%  | 2          | 5.1%  | 0          | 0%    | 4          | 10.3% |

| <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>  | Q4 2020/21 |       | Q1 2021/22 |       | Q2 2021/22 |       | Q3 2021/22 |       | Q4 2021/22 |       |
|   | number     | %     | number     | %     | number     | %     | number     | %     | number     | %     |
| Number of Frontline complaints upheld   | 20         | 60.6% | 9          | 29%   | 13         | 50%   | 24         | 63.2% | 14         | 45.2% |
| Number of Frontline complaints partially upheld   | 2          | 6.1%  | 3          | 9.7%  | 1          | 3.8%  | 3          | 7.9%  | 1          | 3.2%  |
| Number of Frontline complaints not upheld   | 11         | 33.3% | 14         | 45.2% | 10         | 38.5% | 11         | 28.9% | 11         | 35.5% |
| Number of Frontline complaints closed as “resolution”   |            |       | 5          | 16.1% | 2          | 7.7%  | 0          | 0%    | 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>  | Q4 2020/21 |       | Q1 2021/22 |       | Q2 2021/22 |       | Q3 2021/22 |       | Q4 2021/22 |     |
|   | number     | %     | number     | %     | number     | %     | number     | %     | number     | %   |
| Number of Investigative complaints upheld   | 1          | 6.3%  | 0          | 0%    | 2          | 18.2% | 1          | 33.3% | 0          | 0%  |
| Number of Investigative complaints partially upheld   | 10         | 62.5% | 4          | 57.5% | 5          | 45.5% | 1          | 33.3% | 2          | 50% |
| Number of Investigative complaints not upheld   | 5          | 31.3% | 3          | 42.9% | 4          | 36.4% | 1          | 33.3% | 2          | 50% |
| Number of Investigative complaints closed as "resolution"   |            |       | 0          | 0%    | 0          | 0%    | 0          | 0%    | 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>  | Q4 2020/21 |     | Q1 2021/22 |     | Q2 2021/22 |      | Q3 2021/22 |     | Q4 2021/22 |     |
|   | number     | %   | number     | %   | number     | %    | number     | %   | number     | %   |
| Number of Escalated complaints upheld   | 2          | 50% | 2          | 50% | 0          | 0%   | N/A        | N/A | 1          | 25% |
| Number of Escalated complaints partially upheld   | 1          | 25% | 1          | 25% | 0          | 0%   | N/A        | N/A | 3          | 75% |
| Number of Escalated complaints not upheld   | 1          | 25% | 1          | 25% | 2          | 100% | N/A        | N/A | 0          | 0%  |
| Number of Escalated complaints closed as "resolution"   |            |     | 0          | 0%  | 0          | 0%   | N/A        | N/A | 0          | 0%  |

| <b>The average time in working days for a full response to complaints at each stage</b> |            |            |            |            |            |
|---|------------|------------|------------|------------|------------|
| <b>RESPONSE TIME</b>  | Q4 2020/21 | Q1 2021/22 | Q2 2021/22 | Q3 2021/22 | Q4 2021/22 |
| Average time in working days for a full response - Frontline                            | 5.7        | 4.54       | 4.46       | 4.61       | 4.27       |
| Average time in working days for a full response - Investigative                        | 17.13      | 20.14      | 28         | 19         | 23.00      |
| Average time in working days for a full response - Escalated                            | 22.5       | 27         | 29         | N/A        | 25.00      |

| <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 2020/21 |        | Q1 2021/22 |       | Q2 2021/22 |       | Q3 2021/22 |     | Q4 2021/22 |       |
|   | number     | %      | number     | %     | number     | %     | number     | %   | number     | %     |
| Number of complaints closed within 5 working days - Frontline   | 23         | 95..8% | 21         | 77.8% | 19         | 90.5% | 32         | 97% | 21         | 91.3% |

|  |    |       |   |      |   |       |     |      |   |       |
|--|----|-------|---|------|---|-------|-----|------|---|-------|
| Number of complaints closed within 20 working days – Investigative | 17 | 86.7% | 6 | 100% | 8 | 88.9% | 2   | 100% | 2 | 50.0% |
| Number of complaints closed within 20 working days - Escalated     | 3  | 100%  | 2 | 100% | 0 | 0%    | N/A | N/A  | 4 | 10.3% |

| Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised |            |     |            |      |            |     |            |      |            |       |
|--|------------|-----|------------|------|------------|-----|------------|------|------------|-------|
| EXTENSIONS   | Q4 2020/21 |     | Q1 2021/22 |      | Q2 2021/22 |     | Q3 2021/22 |      | Q4 2021/22 |       |
|  | number     | %   | number     | %    | number     | %   | number     | %    | number     | %     |
| Number of complaints with an extension - Frontline   | 9          | 90% | 4          | 40%  | 5          | 71% | 4          | 80%  | 8          | 30.8% |
| Number of complaints with an extension – Investigative or Escalated Investigative  | 2          | 50% | 3          | 100% | 2          | 40% | 1          | 100% | 1          | 25.0% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS IN Q4 2021/22 |                                    |                                     |                                 |            |               |   |
|---|------------------------------------|-------------------------------------|---------------------------------|------------|---------------|---|
| Complaint ID  | Frontline = 1<br>Investigative = 2 | Complaint Type                      | Investigating Officer           | Decision   | Outcome       | Learning Outcome  |
| 101002955370  | 1                                  | Asset Management                    | Asset Manager                   | Upheld     | Reinforcement | Complainant given details to make direct contact with manager should further issues arise.    |
| 101002957672  | 1                                  | Repairs/Capital/Planned maintenance | Business Manager                | Upheld     | Reinforcement | Repairs team advised and actions take to prevent again.                                       |
| 101002958852  | 1                                  | Repairs/Capital/Planned maintenance | Business Manager                | Upheld     | Reinforcement | Repairs Scheduling Team made aware to prevent further cases.                                  |
| 101002961004  | 1                                  | Complaint Against Staff             | Design and Construction Manager | Resolution | Revision      | Processes to be investigated by service.  |
| 101002961062  | 1                                  | Repairs/Capital/Planned maintenance | Business Manager                | Upheld     | Reinforcement | Repairs team advised to ensure further cases do not reoccur.                                  |
| 101002965127  | 1                                  | Housing Estate Management           | Area Housing Manager            | Upheld     | Revision      | Open Spaces do not inform Housing Services when they programme dates for trees to be trimmed. |

|              |   |                                     |                            |                  |                          |   |
|--------------|---|-------------------------------------|----------------------------|------------------|--------------------------|---|
| 101002966407 | 1 | Repairs/Capital/Planned maintenance | DLO Manager                | Upheld           | Reinforcement            | Repairs scheduling team made aware to prevent further instances   |
| 101002975310 | 1 | Repairs/Capital/Planned maintenance | Business Manager           | Upheld           | Reinforcement            | Works have now been put in place and complainant satisfied. Repairs team made aware of case.  |
| 101002986017 | 1 | Repairs/Capital/Planned maintenance | Business Manager           | Upheld           | Revision                 | RV Manager made aware and investigation to take place for corrective action to be taken to avoid happening again in future.   |
| 101002989744 | 1 | Repairs/Capital/Planned maintenance | DLO Manager                | Upheld           | Reinforcement            | Repairs Scheduler has been made aware of the situation.   |
| 101002990092 | 1 | Repairs/Capital/Planned maintenance | Asset Manager              | Upheld           | Reinforcement            | Repairs Scheduling Team have been informed re lack of communication.  |
| 101002990754 | 1 | Strategy & Development              | Senior Housing Officer     | Resolution       | Reinforcement            | See above.  |
| 101003002590 | 1 | Repairs/Capital/Planned maintenance | Head of Housing & Property | Resolution       | Redress                  | Everwarm conceded there have been issues with follow ups - they have changed personnel on some trades.  |
| 101003003313 | 1 | Repairs/Capital/Planned maintenance | Business Manager           | Upheld           | Reinforcement            | Building Services Manager has discussed with OOH office and future OOH records will be routinely checked to ensure compliance.  |
| 101003009372 | 1 | Estates                             | Estates Surveyor           | Partially Upheld | Redress                  | Manhole will be levelled with chuckies and area will be checked for other potential trip hazards.   |
| 101003016650 | 1 | Repairs/Capital/Planned maintenance | Admin Officer              | Upheld           | Redress                  | Upheld  |
| 101003025473 | 1 | Repairs/Capital/Planned maintenance | DLO Manager                | Upheld           | Reinforcement / Revision | 1) level of service afforded complainant falls short of our agreed customer care standards, as we should have been polite and more empathetic towards her<br>2) A specialist contractor will visit to inspect issues and service environment. |
| 101003025985 | 1 | Repairs/Capital/Planned maintenance | Business Manager           | Resolution       | Reinforcement            | Complainant happy for this as a resolution.   |

|              |   |                                     |                            |                  |               |  |
|--------------|---|-------------------------------------|----------------------------|------------------|---------------|--|
| 101003029222 | 1 | Repairs/Capital/Planned maintenance | Business Manager           | Resolution       | Reinforcement | We accept there has been a breakdown in communication and the service received by the tenant has not been satisfactory. A breakdown of this contact has been passed to the RV Manager for review and action. |
| 101003031035 | 1 | Repairs/Capital/Planned maintenance | Business Manager           | Upheld           | Reinforcement | The Manager for the scheduling team has discussed this with the team and is satisfied this was an oversight and will not reoccur in future.  |
| 101002947427 | 2 | Repairs/Capital/Planned maintenance | DLO Manager                | Partially Upheld | Reinforcement | Department made aware of shortfall in time taken to get back to complainant.   |
| 101002955428 | 2 | Repairs/Capital/Planned maintenance | DLO Manager                | Partially Upheld | Reinforcement | Asset management Team made aware of fence issue.   |
| 101002963912 | 2 | Repairs/Capital/Planned maintenance | DLO Manager                | Upheld           | Reinforcement | All relevant departments have been informed about lack of service and delays to ensure this is not repeated.   |
| 101002965729 | 2 | Housing Disputes                    | Housing Operations Manager | Partially Upheld | Reinforcement | Housing Service and Anti Social Behaviour team made aware of case for future reference.  |
| 101002970424 | 2 | Repairs/Capital/Planned maintenance | DLO Manager                | Partially Upheld | Redress       | Work has now been carried out by our service rather than contractor and contractor has been made aware of issues relating to this case.  |
| 101002993861 | 2 | Repairs/Capital/Planned maintenance | DLO Manager                | Partially Upheld | Reinforcement | Heat programme team made aware of errors in case to prevent further instances.   |