

**Complaints Monitoring Report
Housing and Property Services
Quarter 1 2022/23 – April to June 2022**

Total Complaints Received and Total Complaints Closed										
NUMBER OF COMPLAINTS	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	46		34		38		40		42	
Total number of complaints closed	42		39		41		39		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.

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	31	73.8%	26	66.7%	38	92.7%	31	79.5%	33	84.6%
Number of complaints closed – Investigative	7	16.7%	11	28.2%	3	7.3%	4	10.3%	4	10.3%
Number of complaints closed – Escalated	4	9.5%	2	5.1%	0	0.0%	4	10.3%	2	5.1%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	9	29.0%	13	50.0%	24	63.2%	14	45.2%	16	48%
Number of Frontline complaints partially upheld	3	9.7%	1	3.8%	3	7.9%	1	3.2%	2	6%
Number of Frontline complaints not upheld	14	45.2%	10	38.5%	11	28.9%	11	35.5%	13	39%
Number of Frontline complaints closed as “resolution”	5	16.1%	2	7.7%	0	0.0%	5	16.1%	2	6%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0.0%	2	18.2%	1	33.3%	0	0%	0	0%
Number of Investigative complaints partially upheld	4	57.5%	5	45.5%	1	33.3%	2	50%	2	50%
Number of Investigative complaints not upheld	3	42.9%	4	36.4%	1	33.3%	2	50%	2	50%
Number of Investigative complaints closed as “resolution”	0	0.0%	0	0.0%	0	0	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	2	50%	0	0%	N/A	N/A	1	25%	1	50%
Number of Escalated complaints partially upheld	1	25%	0	0%	N/A	N/A	3	75%	1	50%
Number of Escalated complaints not upheld	1	25%	2	100%	N/A	N/A	0	0%	0	0%
Number of Escalated complaints closed as “resolution”	0	0%	0	0%	N/A	N/A	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Average time in working days for a full response - Frontline	4.54	4.46	4.61	4.27	3.8
Average time in working days for a full response - Investigative	20.14	28	19	23	18.3
Average time in working days for a full response - Escalated	27	29	N/A	25	17.5

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 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	21	77.8%	19	90.5%	32	97.0%	21	91.3%	26	89.7%
Number of complaints closed within 20 working days – Investigative	6	100.0%	8	88.9%	2	100.0%	2	50.0%	4	100.0%
Number of complaints closed within 20 working days - Escalated	2	100.0%	0	0.0%	N/A	N/A	4	10.3%	1	100.0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	4	40.0%	5	71.0%	4	80%	8	30.8%	4	12.9%
Number of complaints with an extension – Investigative or Escalated Investigative	3	100.0%	2	40.0%	1	100%	1	25.0%	1	50.0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101003044583	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager	Upheld	Redress	Cost of works meant at least 2 prices needed before approval, officer visited the tenant with the builders to outline different options which the tenant has acknowledged and is happy with.
101003046812	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld	Reinforcement	Department made aware to ensure communication is better in future.
101003051344	1	Repairs/Capital/Planned maintenance	Business Manager	Partially Upheld	Reinforcement	Contractor informed of poor service to ensure this does not happen again.
101003051674	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Apologised for the delay, the dust and the lack of communication. Mostly due to COVID restrictions at the time.
101003058499	1	Complaint Against Staff	DLO Manager	Upheld	Revision	Driver has been asked to refrain from stopping here with the engine running and will also receive refresher safe driving training.
101003065451	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager	Upheld	Reinforcement	Professional cleaner has visited complainant and cleaned floors. Scheduler has been reminded about importance of ensuring re-bookings are put in place.
101003073706	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Repair team have been informed about error to ensure this does not happen in the future. Complainant has been advised of install date and is satisfied.
101003074330	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Revision	We are in the process of submitting a change request to the Contact Centre to ensure all gull enquiries for Council properties are passed initially to DLO Schedulers, who will then assign cases to the gull contractor (SVC).
101003075460	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Repairs and Voids manager made aware of error to ensure this is not repeated.
101003077210	1	Housing Estate Management	Housing Operations Manager	Upheld		Area Housing Officer made aware of this error and he is going to revisit the garage after the date that the tenant has agreed to remove the garage.
101003078476	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Repairs Manager to be made aware of failings in this case to highlight issues and ensure corrective actions can be taken.
101003079599	1	Housing Estate Management	Area Housing Manager	Partially Upheld	Reinforcement Redress	Various staff members made aware of gate issue and complaint closure to ensure this is not repeated.
101003086805	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement Redress	Works will be carried out to complete outstanding repairs and contractor will be contacted.

101003088422	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld	Revision	All works now with contractors to provide. complainant has been advised but that there will be a delay. Complainant wanted complaint to remain open until all works were completed but advised this was not possible due to Complaints procedure and advice provided.
101003089021	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld	Revision	In order to reduce these types of complaints an increase in the Housing Investment budget is being programmed to deliver improvements to Housing stock but this will take time. In addition a request for additional staffing resource is being processed to enable programmes of work to be developed.
101003090664	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld	Revision	There is currently a shortage of resource within the Housing Asset Management Team and also increasing demand for improvements to the properties to be progressed. Increased budget has been allocated to programmes of works which require to be delivered to see significant improvement in our housing stock. We are underway with a procurement exercise to draw down from framework agreements selecting a number of contractors to enable delivery of the investment programme bringing about the necessary improvements.
101003091049	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reimbursement	Once scripts are changed it is anticipated calls would be assigned better and this should not be repeated.
101003096792	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Department made aware of this issue to stop this type of complaint from reoccurring.
101002990754	2	Strategy & Development	Senior Housing Officer	Upheld	Reinforcement	Issue discussed with contractor to ensure this is not repeated.
101003018783	2	Complaint Against Staff	Area Housing Manager	Partially Upheld	Reinforcement	Staff members reminded of complaints procedure to ensure correct member of staff provides response and also reminded to ensure all information is relayed to tenants appropriately.
101003057522	2	Allocations	Housing Needs Operations Manager	Partially Upheld	Reinforcement	Service made aware of issue when annual leave has been requested.
101003085502	2	Housing Disputes	Asset Manager / Area Housing Manager	Partially Upheld	Reinforcement Redress	1) Dept made aware of error of address for future letters. 2) funding in place to provide more staff to ensure this is not repeated.