

**Complaints Monitoring Report
Housing and Property Services
Quarter 2 2022/23 – July to September 2022**

Total Complaints Received and Total Complaints Closed										
NUMBER OF COMPLAINTS	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
Total number of complaints received	34		38		40		42		46	
Total number of complaints closed	39		41		39		39		44	

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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	26	66.7%	38	92.7%	31	79.5%	33	84.6%	40	90.9%
Number of complaints closed – Investigative	11	28.2%	3	7.3%	4	10.3%	4	10.3%	3	6.8%
Number of complaints closed – Escalated	2	5.1%	0	0.0%	4	10.3%	2	5.1%	1	2.3%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	24	63.2%	14	45.2%	16	48.5%	16	48.5%	32	80%
Number of Frontline complaints partially upheld	3	7.9%	1	3.2%	2	6.1%	2	6.1%	1	3%
Number of Frontline complaints not upheld	11	28.9%	11	35.5%	13	39.4%	13	39.4%	7	18%
Number of Frontline complaints closed as “resolution”	0	0.0%	5	16.1%	2	6.1%	2	6.1%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	18.2%	1	33.3%	0	0.0%	0	0%	0	0%
Number of Investigative complaints partially upheld	5	45.5%	1	33.3%	2	50.0%	2	50%	2	67%
Number of Investigative complaints not upheld	4	36.4%	1	33.3%	2	50.0%	2	50%	1	33%
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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	N/A	N/A	1	25%	1	50%	0	0%
Number of Escalated complaints partially upheld	0	0%	N/A	N/A	3	75%	1	50%	0	0%
Number of Escalated complaints not upheld	2	100%	N/A	N/A	0	0%	0	0%	1	100%
Number of Escalated complaints closed as “resolution”	0	0%	N/A	N/A	0	0%	0	0%	0	0%

The average time in working days for a full response to complaints at each stage										
RESPONSE TIME	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
Average time in working days for a full response - Frontline	4.46		4.61		4.27		3.84		6.13	
Average time in working days for a full response - Investigative	28		19		23		18.25		25.00	
Average time in working days for a full response - Escalated	29		N/A		25		17.50		17.00	

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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	19	90.5%	32	97.0%	21	91.3%	26	89.7%	20	90.9%
Number of complaints closed within 20 working days – Investigative	8	88.9%	2	100.0%	2	50.0%	4	100.0%	1	50.0%
Number of complaints closed within 20 working days - Escalated	0	0.0%	N/A	N/A	4	10.3%	1	100.0%	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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	5	71.0%	4	80.0%	8	31%	4	12.9%	18	45.%
Number of complaints with an extension – Investigative or Escalated Investigative	2	40.0%	1	100.0%	1	25%	1	50.0%	1	33.33%

UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101003106581	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Tenant compensated concerns were alleviated around the poor installation of the initial install by reiterating that an investigation into the alleged inferior quality shall be held and appropriate historic checks and relevant training/toolbox talks shall be implemented.
101003112231	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager	Upheld	Revision	Tenant compensated and repair supervisor advised of issue for similar future cases.
101003115419	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Service made aware of failure to ensure this is not repeated.
101003117222	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld	Revision	The development of a below ground drainage replacement programme for Moray is required as many of the existing drainage systems are at the end of their life and in need of replacement, using historical knowledge and CCTV surveys to determine which below ground drainage systems to replac first. This would require substantial budget for drainage replacements, surveys and procurement of a contract to undertake replacement drainage works and ensure sufficient staff resource to deliver the programme. Question around whether owner occupiers are required to contribute their share of the costs.
101003117232	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld	Revision	As above
101003120479	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Revision	Staff shortage due to A/L, matter resolved.
101003121055	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld		Complainant happy with works being provided. Service had shortage in staff which is now being rectified.
101003121410	1	Homelessness	Supported Accommodation Manager	Upheld	Revision	Necessary actions taken to make the property return to Sheltered Housing Accommodation.
101003122209	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Service made aware that communication should have been better.
101003122212	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Service made aware of lack of communication and a reinforcement is required to prevent this for occurring again.
101003122261	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Feedback to be given to repairs team.

101003122968	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Redress	Shortage in workforce. Department made aware of the issue to ensure this is not repeated in the future.
101003123044	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Complainant has now been updated on delay which resulted from priority to other addresses and labour resource issues.
101003128654	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Redress	A repairs group has been established and TM will add "follow on" scheduling process to review
101003133219	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Due to resources which are currently being rectified.
101003133220	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Redress	Copied complaint to our TLA to monitor the 12 week target period and contact the tenant if there are any further delays
101003133549	1	Repairs/Capital/Planned maintenance	Housing Projects	Upheld	Revision	Service has requested further staff at Committee to ensure these types of complaints are not repeated.
101003133575	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Repairs Scheduling team made aware to prevent repeat.
101003134476	1	Repairs/Capital/Planned maintenance	Housing Programmes Officer	Upheld	Reinforcement	Asset management Team made aware - currently seeking extra staff to ensure types of complaints do not continue.
101003135703	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Repairs Scheduler made aware.
101003143923	1	Housing Support	Housing Needs Manager,	Upheld	Reinforcement	Member of staff involved has left council and new employee now in post.
101003144185	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Asset Management team are recruiting more staff to ensure these types of complaints will not be repeated. Guttering has now been replaced.
101003144999	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Repairs team have been made aware of the poor communication and procedure in the case.
101003147690	1	Housing Estate Management	Area Housing Manager	Upheld	Revision	Asset Team are currently recruiting more staff to ensure these types of issues are not repeated.
101003148219	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Asset team has been experiencing high levels of absence through the team. They have recently recruited extra staff and this will enable cases to be progressed more efficiently going forward.
101003149119	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Repairs have now been scheduled. Repairs scheduler made aware of error.
101003149277	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Contractor has been made aware for future cases
101003152560	1	Repairs/Capital/Planned maintenance	Business Manager	Partially Upheld	Reinforcement	Scheduler made aware of issues with repairs to avoid repeat.
101003152583	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Repairs Scheduler advised of unacceptable delay.

101003155791	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Scripts to be amended with Contact Centre. This has been reviewed and put to Contact Centre for approval last week.
101003156273	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Team has recently recruited extra staff and is anticipated they will have a more robust service provision.
101003092530	2	Housing Estate Management	Area Housing Manager	Partially Upheld	Reinforcement	Estate team have been made aware of issue to ensure all other reports of abandoned cars are dealt with.
101003102270	2	Repairs/Capital/Planned maintenance	Property Asset Manager	Partially Upheld	Reinforcement	Relevant staff made aware of upheld issues to ensure this type of complaint does not reoccur.