

**Complaints Monitoring Report  
Housing and Property Services  
Quarter 3 2022/23 – October to December 2022**

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

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>	Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	38	92.7%	31	79.5%	33	84.6%	40	90.9%	43	93.5%
Number of complaints closed – Investigative	3	7.3%	4	10.3%	4	10.3%	3	6.8%	2	4.3%
Number of complaints closed – Escalated	0	0.0%	4	10.3%	2	5.1%	1	2.3%	1	2.2%

<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>	Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	24	63.2%	14	45.2%	16	48.5%	32	80.0%	29	67.4%
Number of Frontline complaints partially upheld	3	7.9%	1	3.2%	2	6.1%	1	2.5%	4	9.3%
Number of Frontline complaints not upheld	11	28.9%	11	35.5%	13	39.4%	7	17.5%	10	23.3%
Number of Frontline complaints closed as “resolution”	0	0.0%	5	16.1%	2	6.1%	0	0.0%	0	0.0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33.3%	0	0.0%	0	0.0%	0	0%	1	50.0%
Number of Investigative complaints partially upheld	1	33.3%	2	50.0%	2	50.0%	2	67%	0	0.0%
Number of Investigative complaints not upheld	1	33.3%	2	50.0%	2	50.0%	1	33%	1	50.0%
Number of Investigative complaints closed as "resolution"	0	0.0%	0	0.0%	0	0	0	0%	0	0.0%

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

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Average time in working days for a full response - Frontline	4.61	4.27	3.84	6.13	5.49
Average time in working days for a full response - Investigative	19.00	23.00	18.25	25.00	21.00
Average time in working days for a full response - Escalated	N/A	25.00	17.50	17.00	23.00

<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>	Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	32	97.0%	21	91.3%	26	89.7%	20	90.9%	33	100.0%
Number of complaints closed within 20 working days – Investigative	2	100.0%	2	50.0%	4	100.0%	1	50.5%	1	50.0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	4	10.3%	1	100.0%	1	100.0%	0	0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised											
EXTENSIONS		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
		number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline		4	80.0%	8	30.8%	4	12.9%	18	45.0%	10	23.3%
Number of complaints with an extension – Investigative or Escalated Investigative		1	100.0%	1	25.0%	1	50.0%	1	33.3%	0	0.0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101003154278	1	Repairs/Capital/Planned maintenance	Business Manager	Partially Upheld	Revision	Additional staff within Asset Team has been approved which will improve communication and works commencing.
101003156265	1	Housing Estate Management	Area Housing Manager	Partially Upheld	Reinforcement	2) Training for advisor to be provided. The issue her grandfather has with wall will be looked into by the Asset Management Team who will contact Ms Keenan to discuss.
101003156737	1	Repairs/Capital/Planned maintenance	Housing Programmes Officer, Environmental Services	Upheld	Revision	More resources have been put in to Asset Management Team for recruitment which will alleviate this problem.
101003158841	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	We have telephoned the tenant and apologised for the above, we have had an amendment to the IWORLD system so that email addresses and phone numbers are populated as standard on our works instructions. This in theory should stop cold calling and wasting everyone's time.
101003159316	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Changes of contact centre scripts are ongoing.
101003159816	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Engineers will receive a toolbox talk.

101003160148	1	Complaint Against Staff	Business Manager	Upheld	Revision	Disciplinary procedure has been evoked with outcome yet to be determined.
101003166845	1	Repairs/Capital/Planned maintenance	Tenant Liaison Assistant	Upheld	Redress	Service is currently employing more staff to ensure this type of complete is not repeated.
101003167402	1	Complaint Against Staff	DLO Manager	Upheld	Reinforcement	Staff member has been advised not to do this and to charge his vehicle at depot overnight.
101003169890	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Revision	Department is currently advertising for more staff to ensure this type of complaint is not repeated.
101003170725	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	RV manager will be informed of errors to prevent this type of complaint from reoccurring.
101003171342	1	Housing Disputes	Area Housing Manager	Upheld	Reinforcement	Invoice cancelled and reinforcement of process issued to team.
101003171523	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager, Environmental Services	Upheld	Reinforcement	Manager will investigate why this issue took so long and why no member of staff responded to follow up calls. A tool talk will take place with schedulers.
101003172073	1	Allocations	Housing Needs Operations Manager	Upheld	Reinforcement	Staff member has been made aware of issue and that contact should have been made sooner. Complainant has been provided with appropriate advice.
101003172606	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager, Environmental Services	Upheld	Reinforcement	Contractor has been contacted and complainant made aware more contact should have been made.
101003172855	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Redress	(Not recorded)
101003173040	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Redress	
101003175263	1	Allocations	Housing Needs Operations Manager	Partially Upheld	Revision	1) increased amount of staff to cover this going forward.
101003177190	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager, Environmental Services	Upheld	Reinforcement	Discussion to take place with repairs team

101003180018	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Repairs schedulers made aware of lack of communication to ensure this is not repeated.
101003181688	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Other members of team are to be given access to the repairs system to deal with cases.
101003186633	1	Strategy & Development	Senior Housing Officer	Upheld	Reinforcement	Receiving compensation. Contractor has been made aware of issues to resolve in future.
101003187030	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Redress	Trades have been reminded to wear foot coverings and repairs team have been informed of delays.
101003190194	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Fence will be inspected and moved. Processes failed and will be considered in future to ensure instructions to contractors are clear.
101003190749	1	Housing Estate Management	Area Housing Manager	Partially Upheld	Reinforcement	1) Estate Caretaker will visit periodically to ensure neighbourhood is tidy. Housing officer will visit to discuss issues and complainant is happy for complaint to be closed.
101003192940	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Will pay compensation for flooring and one weeks rent. Coordinator of contract is aware and toolbox talks will be given to the team.
101003195354	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	We anticipate that this will be raised at contractors next progress meeting.
101003196441	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Damp survey being carried out 9/1/23 and painting with anti-fungal treatment next week. All damp/mould issues are now being passed to a surveyor for immediate checking to ensure delays will not happen going forward
101003196838	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement Revision	The member of staff involved will be booked to undertake mandatory customer care training along with a Performance Improvement Plan being implemented.
101003199630	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Redress	(Not recorded)
101003201256	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement Revision	This has been passed to the Senior Scheduler to review and provide additional training where necessary and remedial follow ons have been scheduled.
101003202302	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision Redress	We have issued a works instruction to check and relay the insulation. We have also instructed a full property survey, to ensure that we haven't missed anything. Both of these will be carried out in January 2023.

101003204548	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision Redress	Emergency works to be carried out 23/12. Other works to be discussed in new year to decide liability and arrange outstanding works.
101003146508	2	Other	Supported Accommodation Manager, Environmental Services	Partially Upheld	Redress	Temp accommodation will cease from being used for this purpose.
101003162006	2	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	1) Contractor has provided compensation and you are happy with this - upheld.2) Contractor should have responded immediately. Issues have been discussed with contractor to ensure this type of complaint is not repeated.