

**Complaints Monitoring Report
Housing Property Services
Quarter 4 2022/23 – January to March 2023**

Total Complaints Received and Total Complaints Closed										
NUMBER OF COMPLAINTS	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
Total number of complaints received	40		42		46		44		60	
Total number of complaints closed	39		39		44		46		58	

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	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	31	79.5%	33	84.6%	40	90.9%	43	93.5%	48	82.8%
Number of complaints closed – Investigative	4	10.3%	4	10.3%	3	6.8%	2	4.3%	7	12.1%
Number of complaints closed – Escalated	4	10.3%	2	5.1%	1	2.3%	1	2.2%	3	5.2%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	14	45.2%	16	48.5%	32	80.0%	29	67.4%	37	77.1%
Number of Frontline complaints partially upheld	1	3.2%	2	6.1%	1	2.5%	4	9.3%	2	4.2%
Number of Frontline complaints not upheld	11	35.5%	13	39.4%	7	17.5%	10	23.3%	8	16.7%
Number of Frontline complaints closed as “resolution”	5	16.1%	2	6.1%	0	0.0%	0	0.0%	1	2.1%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0.0%	0	0.0%	0	0.0%	1	50%	3	42.9%
Number of Investigative complaints partially upheld	2	50.0%	2	50.0%	2	66.7%	0	0%	4	57.1%
Number of Investigative complaints not upheld	2	50.0%	2	50.0%	1	33.3%	1	50%	0	0.0%
Number of Investigative complaints closed as “resolution”	0	0.0%	0	0.0%	0	0	0	0%	0	0.0%

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ESCALATED	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	25%	1	50%	0	0%	0	0%	0	0%
Number of Escalated complaints partially upheld	3	75%	1	50%	0	0%	1	100%	3	100%
Number of Escalated complaints not upheld	0	0%	0	0%	1	100%	0	0%	0	0%
Number of Escalated complaints closed as "resolution"	0	0%	0	0%	0	0%	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Average time in working days for a full response - Frontline	4.27	3.84	6.13	5.49	5.64
Average time in working days for a full response - Investigative	23.00	18.25	25.00	21.00	20.57
Average time in working days for a full response - Escalated	25.00	17.50	17.00	23.00	30.67

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	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	21	91.3%	26	89.7%	20	90.9%	33	100.0%	29	96.7%
Number of complaints closed within 20 working days – Investigative	2	50.0%	4	100.0%	1	50.5%	1	50.0%	4	66.7%
Number of complaints closed within 20 working days - Escalated	4	10.3%	1	100.0%	1	100.0%	0	0.0%	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	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	8	30.8%	4	12.9%	18	45%	10	23.3%	3	75.0%
Number of complaints with an extension – Investigative or Escalated Investigative	1	25.0%	1	50.0%	1	33%	0	0.0%	1	100.0%

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UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101003205264	1	Homelessness	Supported Accommodation Manager, Environmental Services	Partially Upheld	Revision	The Supported Accommodation Officer will resume their 7 day settling in telephone call to the tenants which will ensure that all queries regarding the property condition go direct to the relevant person. Service has agreed to collect the fridge next week and to telephone complainant prior visiting to ensure he is at home. The caretakers will assess the property and assist with any works required.
101003206095	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Revision	A report will be raised going forward to enable ongoing monitoring and corrective actions to ensure this does not happen in the future.
101003208664	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Discussions have taken place with Everwarm to ensure this is not repeated. Complainant will receive a new heat pump.
101003210080	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	We have now created a 5 year install plan for the windows across Moray, which I hope to send to property in the next week or so. This won't stop complaints but it is a programme in place to deal with the issue
101003211451	1	Allocations	Supported Accommodation Manager, Environmental Services	Upheld	Revision	A decision has been made to return the property to mainstream housing and will not be used for temp accom in the future.
101003213513	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Revision	We have seen a surge in tenants reporting life threatening mould / damp and in order to ensure all cases are taken seriously sub-contractors are attending to carry out independent surveys. There is no SLA in place for these surveys, therefore the timescale often takes an extended period of time. We are prioritising the cases where there is a complaint in an attempt to get those processed quickly.
101003213966	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Works have been completed but a report is now required for further investigation into damp which is underway. Service made aware for future cases.
101003214353	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Revision	Staff training and development will be reviews and further training provided in this response.

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101003217826	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Revision	currently processing recruitment of Tenant Liaison Officer as a point of contact for these cases. Remedial work in place.
101003218621	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Discussed with staff. Heating has been added to new heating contract.
101003219361	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Revision	Process has now been put in place for damp and mould issues and Tenant Liaison Assistant will monitor and update in future. Paint pack will be offered to complainant.
101003220649	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Reinforcement	Contractor will fill holes and provide compensation for paint and works that tenant was out of pocket on.
101003220754	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Revision	Tenant Liaison Assistant will be appointed to Housing Asset Team in coming weeks which will address these types of issues.
101003225487	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Apologies provided and compensation of £30 offered and accepted. Tradesmen have been told to take more care when working in tenants' gardens.
101003226822	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Revision	Apologised for frustration and extended delay. Improved procedures have now been implemented to ensure works orders are followed up in a timely manner.
101003227576	1	Complaint Against Staff	Business Manager	Upheld	Reinforcement Revision	Member of staff's attitude and behaviours has been fast tracked to the next available customer care course or relevant equivalent. The pertinent points of the councils "Code of Conduct For employees" will be discussed with member of staff. The Tenant is happy with the outcome of the complaint if we can ensure that member of staff does not attend her property again. This information will be forwarded to all relevant parties and member of staff to assure compliance.
101003232712	1	Repairs/Capital/ Planned maintenance	Business Manager	Upheld	Revision	Contractor should have explained their actions to the tenants therefore upheld.

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101003235963	1	Housing Estate Management	Area Housing Manager	Upheld	Reinforcement	The tree has now been removed however, the Estate Caretaker should have followed up the works with Open Spaces in October. This has been a training issue with the Estate Caretaker and we have now carried out follow up training and systems to make sure he keeps on top of these type of works.
101003237588	1	Homelessness	Housing Needs Operations Manager	Upheld	Reinforcement	We have apologised as this should not have happened. He has been updated on Homeless Procedure and we will remind staff about how to have discussions with tenants.
101003238980	1	Strategy & Development	Senior Housing Officer	Upheld	Revision	Manager will monitor timescales more closely and more frequently. AH Team consider merits of management transfer of ground floor flat to provide resolution
101003243130	1	Allocations	Senior Housing Needs Officer	Resolution		1) HB called and discussed issued and reiterated that she would need to keep them informed of changes - she was happy with this. 2)Housing called complainant today to discuss allocation issues raised but she did not want to take matters further and was happy that they had contacted her.
101003245011	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Schedulers made aware of issue to ensure this is not repeated.
101003245154	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	This complaint was discussed at the contract meeting recently and assurances have been given that improvements will be made.
101003248373	1	Allocations	Senior Housing Needs Officer	Upheld	Revision	Staff to make HS or any other agencies aware if an applicant they are supporting has an offer withdrawn from them.
101003249887	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Revision	Improvements are being made within the service to address this issue.
101003253470	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Repairs scheduler made aware of communication issue. Compensation of £50 accepted for flooring.
101003253576	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Redress	Due to staffing issues which are being addressed.
101003253630	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Staff have been made aware of case to ensure this is not repeated.

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101003255448	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	1) and 2) Line Manager will discuss issues with Repairs Officer to ensure delays and way tenants spoken to are appropriate.
101003256129	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Contracts Manager will discuss with staff members to remind them of service standards
101003256743	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Redress	Due to staff shortage issues which are currently trying to be resolved. Complainant made aware and happy with explanation.
101003257281	1	Complaint Against Staff	Business Manager	Upheld	Revision	COW taken off dealing with complaint issues going forward.
101003262992	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Windows are on a replacement contract but have had interim measures put in place in meantime. Repairs Scheduler aware of lack of contact to ensure this does not happen going forward.
101003265383	1	Repairs/Capital/ Planned maintenance	DLO Manager	Upheld	Reinforcement	Raised with Repairs Scheduler to ensure this is not repeated.
101003266750	1	Complaint Against Staff	Health & Safety Coordinator	Partially Upheld	Reinforcement Revision	The tradesmen have been spoken to by the Contract Co-Ordinator and the Contracts Manager with regards to their behaviours and language when working in tenant's homes and further training in good customer care will be sourced and delivered.
101003267452	1	Repairs/Capital/ Planned maintenance	DLO Manager	Upheld	Reinforcement	Complainant is happy with outcome and staff member has apologised for forgetting issue.
101003268243	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Repairs scheduler made aware of issue to ensure this is not repeated.
101003271372	1	Repairs/Capital/ Planned maintenance	DLO Manager	Upheld	Reinforcement	Repairs Scheduler advised of delay to ensure this is not repeated.
101003271889	1	Repairs/Capital/ Planned maintenance	DLO Manager	Upheld	Reinforcement	Voids Officer made aware of mistakes made in case to prevent this happening in the future.
101003273141	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Member of Asset Management Staff made aware to pass similar requests on to DLO.
101003189998	2	Repairs/Capital/ Planned maintenance	#N/A	Partially Upheld	Reinforcement Revision	See above.

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101003204296	2	Complaint Against Staff	Business Manager	Partially Upheld	Reinforcement	Scheduling Officers have been informed to prevent further similar issues occurring.
101003217984	2	Housing Estate Management	Area Housing Manager	Upheld	Reinforcement	Estate Caretaker will continue to monitor area and take any remedial action as required. Visits will take place in the first instance before letters are sent.
101003219590	2	Housing Support	#N/A	Partially Upheld	Reinforcement	Rent arrears have been reduced after Housing Support and Revenues Section worked together to establish entitlement.
101003222929	2	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Goodwill gesture of £150 offered but taking own independent advice first. Housing Officers are going to monitor the area for debris etc
101003237840	2	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Service made aware of lack of communication etc and will ensure this is not replicated going forward.
101003245419	2	Repairs/Capital/Planned maintenance	DLO Manager	Partially Upheld	Redress	New procedures are being put in place regarding recording of damp/mould issues which will elevate delays.
101003251559	2	Repairs/Capital/Planned maintenance	DLO Manager	Partially Upheld	Reinforcement	5) All workmen have been reminded not to use tenants' toilets by way of toolbox talks. 6) Repairs Scheduler made aware of delay to ensure this is not repeated.
101003253920	2	Repairs/Capital/Planned maintenance	DLO Manager	Partially Upheld	Reinforcement	Repairs Scheduler made aware of delays and compensation provided to tenant.
101003256974	2	Repairs/Capital/Planned maintenance	DLO Manager	Partially Upheld	Redress	Repairs Scheduler has been made aware of incident - current recruitment within the service should improve issues.