

**Complaints Monitoring Report
Housing Property Services
Quarter 1 2023/24 – April to June 2023**

Total Complaints Received and Total Complaints Closed										
NUMBER OF COMPLAINTS	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
Total number of complaints received	42		46		44		60		41	
Total number of complaints closed	39		44		46		58		42	

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 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	33	84.6%	40	90.9%	43	93.5%	48	82.8%	34	81.0%
Number of complaints closed – Investigative	4	10.3%	3	6.8%	2	4.3%	7	12.1%	6	14.3%
Number of complaints closed – Escalated	2	5.1%	1	2.3%	1	2.2%	3	5.2%	2	4.8%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	16	48.5%	32	80.0%	29	67.4%	37	77.1%	26	76.5%
Number of Frontline complaints partially upheld	2	6.1%	1	2.5%	4	9.3%	2	4.2%	3	8.8%
Number of Frontline complaints not upheld	13	39.4%	7	17.5%	10	23.3%	8	16.7%	5	14.7%
Number of Frontline complaints closed as “resolution”	2	6.1%	0	0.0%	0	0.0%	1	2.1%	0	0.0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0.0%	0	0.0%	1	50.0%	3	43%	2	33.3%
Number of Investigative complaints partially upheld	2	50.0%	2	66.7%	0	0.0%	4	57%	1	16.7%
Number of Investigative complaints not upheld	2	50.0%	1	33.3%	1	50.0%	0	0%	3	50.0%
Number of Investigative complaints closed as “resolution”	0	0.0%	0	0.0%	0	0	0	0%	0	0.0%

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Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	50%	0	0%	0	0%	0	0%	2	100%
Number of Escalated complaints partially upheld	1	50%	0	0%	1	100%	3	100%	0	0%
Number of Escalated complaints not upheld	0	0%	1	100%	0	0%	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	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24
Average time in working days for a full response - Frontline	3.84	6.13	5.49	5.64	4.74
Average time in working days for a full response - Investigative	18.25	25.00	21.00	20.57	17.67
Average time in working days for a full response - Escalated	17.50	17.00	23.00	30.67	28.00

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	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	26	89.7%	20	90.9%	33	100.0%	29	96.7%	27	100.0%
Number of complaints closed within 20 working days – Investigative	4	100.0%	1	50.5%	1	50.0%	4	66.7%	6	100.0%
Number of complaints closed within 20 working days - Escalated	1	100.0%	1	100.0%	0	0.0%	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	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	4	12.9%	18	45.0%	10	23%	3	75.0%	5	71.4%
Number of complaints with an extension – Investigative or Escalated Investigative	1	50.0%	1	33.3%	0	0%	1	100.0%	0	0.0%

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UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101003281402	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Staff will be reminded to ensure that repair calls are followed up within the agreed service delivery timescales and that tenants are kept up to date.
101003285557	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Redress	New recruitment has commented for Tenant Liaison Assistants which we anticipate will improve service delivery and minimise service complaints.
101003288683	1	Complaint Against Staff	Health & Safety Coordinator	Upheld	Reinforcement	The staff member concerned has been spoken to and made aware that it is not appropriate for his vehicle to be charged at one of the public car park electrical vehicle charging points, he has been reminded to use the charging points located at Council depots. He understands this and will not do it again.
101003289489	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement Redress	Staff have been spoken to and reminded that follow-on works must be raised timeously. We have also completed recruitment of two Tenant Liaison Assistants who will start in this role on the near future and who will assist with scheduling works and contacting tenants to advise them of the progress of works.
101003292543	1	Complaint Against Staff	Health & Safety Coordinator	Upheld	Reinforcement Redress	Staff members have been spoken to about being considerate to residents when parking and reminded that parking is limited in the area and to ensure they do not park in "Reserved" or "Disabled Parking only" spaces. Team Supervisor has rolled, flattened and re-edged the area of public grass to rectify the damage that had been caused.
101003296292	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	System failure that the DLO team were unaware of.
101003296775	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	In future scheduling staff will keep tenants up to date with any delays to works.

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101003301450	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Redress	We have recently appointed one TLA with a second vacancy to be advertised in the next few weeks and hopefully once we have our full complement of staff we will be able to address tenant queries much more quickly.
101003301855	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Redress	New staff in post which should prevent this type of complaint from reoccurrence.
101003302409	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Redress	
101003302597	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Redress	Works have now been organised. New staff have been taken on which will ensure that communication with tenants will improve.
101003304178	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Redress	
101003309952	1	Housing Estate Management	Area Housing Manager	Upheld	Reinforcement	Housing have had conversation with Open Spaces regarding this issue.
101003311558	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager	Upheld	Reinforcement	Works have been arranged and complainant is satisfied with this outcome.
101003311588	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager	Upheld	Reinforcement	Scaffolding required to be arranged - this has now been completed. Repairs scheduler made aware of the delay to prevent this from happening again.
101003311739	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Repair scheduler made aware of issue so that this is not repeated.
101003314120	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager	Upheld	Redress	New mould and damp procedure now in place which will ensure delay will not happen going forward
101003314594	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager	Partially Upheld	Reinforcement	Repairs Scheduler made aware of situation.
101003315300	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Redress	
101003315999	1	Housing Disputes	Supported Accommodation Manager	Upheld	Revision	A system will be provided for reviewing and monitoring the frequency of ASB in Homelessness properties.

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101003317057	1	Repairs/Capital/Planned maintenance	DLO Manager	Partially Upheld	Reinforcement	1) This was passed to another team re shared boundary when a delay then occurred this should have been relayed to tenant - repairs team have been made aware to ensure this is not repeated.
101003318767	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Discuss with Supervisor to improve communication between himself and tenants.
101003320055	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Redress	Interviews are being held on 31 May for an additional Tenant Liaison Assistant and it is hoped that this appointment will help to improve communications with our tenants.
101003320863	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Going forward where there is an issue with a common repairs, officers will raise with Housing Asset Manager so that we can progress these quicker and get a resolution.
101003322776	1	Process/Procedure	Senior Housing Officer	Upheld		Compensation payment was made by Changeworks
101003324074	1	Complaint Against Staff	Supported Accommodation Manager	Upheld	Reinforcement	Staff training required for active listening in customer care service
101003326373	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	We are developing a system of booking inspections, this is currently with ICT. What will happen, once implemented is that the TLA will review the lagan case request and then contact the tenant and schedule an inspection. This will improve the current system and avoid these types of complaints going forward.
101003343870	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Officers made aware to ensure requests are passed to Asset Man and DLO by Housing. Repairs manager made aware of delay in response from 2022 to ensure this is not repeated.
101003344956	1	Other	DLO Manager & Area Housing Mgr	Partially Upheld	Revision	1) Heat team are to clearly profile installs and prioritise accordingly.
101003260255	2	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Revision	We now have actions plans in place with staff to deal with mould damp issues in a more timely and efficient manner.
101003268829	2	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Partially Upheld		Repairs scheduler made aware of this to ensure mutual exchanges are also accommodated with repairs.

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101003275487	2	Repairs/Capital/Planned maintenance	Senior Housing Officer	Upheld	Reinforcement	All issues have now or are being resolved. Repairs team have been made aware of issues to prevent future cases.
101003296780	2	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Revision	Have recently updated damp and mould procedure to prevent this happening in the future.
101003315300	2	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement Revision	<p>1) Contractor advised of issue.</p> <p>2) Contractor confirmed that communication needs to be improved with customers and staff have been reminded to agree apts prior to attending and ensure they have appropriate ID at all times.</p> <p>3) Contractor have been reminded that completion papers should not be issued until all works have been completed.</p> <p>4) Contractor reminded about communication.</p> <p>Council Officers and Contractor will visit complainant to ensure all outstanding issues are dealt with.</p>