

**Complaints Monitoring Report  
Housing Property Services  
Quarter 2 2023/24 – July to September 2023**

<b>Total Complaints Received and Total Complaints Closed</b>										
<b>NUMBER OF COMPLAINTS</b>	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
Total number of complaints received	46		44		60		41		37	
Total number of complaints closed	44		46		58		42		37	

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>	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	40	90.9%	43	93.5%	48	82.8%	34	81.0%	34	91.9%
Number of complaints closed – Investigative	3	6.8%	2	4.3%	7	12.1%	6	14.3%	1	2.7%
Number of complaints closed – Escalated	1	2.3%	1	2.2%	3	5.2%	2	4.8%	2	5.4%

<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>	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	32	80.0%	29	67.4%	37	77.1%	26	76.5%	21	61.8%
Number of Frontline complaints partially upheld	1	2.5%	4	9.3%	2	4.2%	3	8.8%	6	17.6%
Number of Frontline complaints not upheld	7	17.5%	10	23.3%	8	16.7%	5	14.7%	7	20.6%
Number of Frontline complaints closed as “resolution”	0	0.0%	0	0.0%	1	2.1%	0	0.0%	0	0.0%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0.0%	1	50.0%	3	42.9%	2	33%	0	0.0%
Number of Investigative complaints partially upheld	2	66.7%	0	0.0%	4	57.1%	1	17%	0	0.0%
Number of Investigative complaints not upheld	1	33.3%	1	50.0%	0	0.0%	3	50%	1	100.0%
Number of Investigative complaints closed as “resolution”	0	0.0%	0	0.0%	0	0	0	0%	0	0.0%

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<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	2	100%	1	50%
Number of Escalated complaints partially upheld	0	0%	1	100%	3	100%	0	0%	0	0%
Number of Escalated complaints not upheld	1	100%	0	0%	0	0%	0	0%	1	50%
Number of Escalated complaints closed as “resolution”	0	0%	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>	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
Average time in working days for a full response - Frontline	6.13		5.49		5.64		4.74		4.09	
Average time in working days for a full response - Investigative	25.00		21.00		20.57		17.67		21.00	
Average time in working days for a full response - Escalated	17.00		23.00		30.67		28.00		35.00	

<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>	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	20	90.9%	33	100.0%	29	96.7%	27	100.0%	27	100.0%
Number of complaints closed within 20 working days – Investigative	1	50.5%	1	50.0%	4	66.7%	6	100.0%	0	0.0%
Number of complaints closed within 20 working days - Escalated	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	50.0%

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>										
<b>EXTENSIONS</b>	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	18	45.0%	10	23.3%	3	75%	5	71.4%	7	20.6%
Number of complaints with an extension – Investigative or Escalated Investigative	1	33.3%	0	0.0%	1	100%	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
101003347545	1	Repairs/Capital/ Planned maintenance	DLO Manager	Upheld	Reinforcement	Repairs team have been made aware of failures to ensure this type of complaint does not reoccur.
101003350631	1	Complaint Against Staff	DLO Manager	Partially Upheld	Revision	Building Services Manager will closely scrutinise future vacancies and applicants to ensure that process is followed correctly as well as ensure that previous employer references are sought in advance of employment.
101003351293	1	Repairs/Capital/ Planned maintenance	Property Asset Manager	Upheld	Reinforcement	Staff have been reminded that even if a repair issue has come in from a non Council tenant we should be providing the owner with an update of what we are intending on doing
101003351716	1	Repairs/Capital/ Planned maintenance	Property Asset Manager	Upheld	Reinforcement	Learning from the complaint is that when cases come through to the team they should be reviewed carefully to ensure we understand what the actual issue is so that we can then arrange the appropriate action and communicate these clearly to the tenant.
101003354432	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Repairs schedulers made aware of complainant's experience to prevent this happening in the future.
101003355620	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement Revision	Repairs Officer apologised and will be discussed with Repairs Team Manager to ensure information is passed to relevant Repairs Officers. Complainant happy with this and the works that are now organised.
101003356265	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Standards to be discussed with external heating contractor.
101003359092	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Private neighbour will require to be contacted - repairs team made aware that delay is unacceptable.
101003359733	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Asset Man staff made aware that case should have been escalated to DLO.
101003364350	1	Homelessness	Supported Accommodation Manager	Upheld	Revision	Better risk assessing to take place to identify difficulties before placing individuals next to elderly residents and children in the flatted accommodation i.e. tenancy identified as a sensitive let.

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101003365927	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Repairs Schedulers made aware of issue to ensure this is not repeated.
101003368366	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Repairs scheduler made aware of situation.
101003370775	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Revision	Service improvements will be implemented to ensure this does not reoccur.
101003371088	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Partially Upheld	Reinforcement	Time taken to arrange repairs - repairs schedulers made aware to ensure this is not repeated.
101003371637	1	Complaint Against Staff	Area Housing Manager	Upheld	Reinforcement	Estate Caretaker will complete a refresher in GDPR training and the Estate Caretaker will not re inspect a garden before the date advised on the letter sent to the tenant, thus giving the tenant time to complete works as requested.  Offered Tenant for Moray Council to complete one off works to cut his grass due to his personal and health issues – the tenant wants to consider this and will let me know his decision.
101003375406	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Upheld	Redress	A full roof inspection was carried out and remedial actions will be taken to repair or replace the whole roof.
101003380218	1	Repairs/Capital/ Planned maintenance	Repairs & Voids Manager	Upheld	Revision	Future issues will look at alternative door suppliers who can meet our specification requirements, but who can provide a quicker turnaround time
101003383057	1	Complaint Against Staff	Health & Safety Coordinator	Upheld	Reinforcement	Employee has been spoken to and reminded not to park Council vehicles in areas that may cause an obstruction to other residents or to emergency vehicles
101003385214	1	Repairs/Capital/ Planned maintenance	Health & Safety Coordinator	Partially Upheld	Revision	delay in Environvent being fitted. Repairs Officers will follow up with Envirovent if they do not receive survey & quote timeously

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101003395044	1	Repairs/Capital/ Planned maintenance	DLO Manager	Upheld	Revision	Our Heating & Electrical Manager / Acting Business Manager will raise this issue with our Plumbing Coordinator and Scheduling team, to ensure that reports of this nature are dealt with immediately in future, and communication with tenants is improved, as the communication and response time in this case falls well short of our agreed service standards.
101003396967	1	Complaint Against Staff	DLO Manager	Upheld	Revision	Member of staff has apologised and will now park at work depot instead.
101003397612	1	Strategy & Development	Senior Housing Officer	Upheld	Revision	Contractor Changeworks to improve management of their sub-contractors, and their communication with customers.
101003397909	1	Repairs/Capital/ Planned maintenance	Asset Manager	Partially Upheld	Reinforcement Revision	Letters to tenants should have clearer timescales.
101003398090	1	Repairs/Capital/ Planned maintenance	DLO Manager	Upheld	Reinforcement	The time taken to replace the air source unit, as well as responses to out of hours calls, falls short of our agreed service standards. Also,, the fact that only partial heating has been restored and the new radiator still not fitted is unacceptable. This has been raised with our Heating and Electrical Manager to ensure the replacement heater is prioritised and heating is fully restored as a matter of urgency. The tenant should have also been offered a compensation payment to cover increase electricity costs as a result of partial no heating, and a TLA will contact the tenant to arrange payment of £200 by BACS ASAP. This may increase if heating is not fully restored in the next few weeks.
101003399096	1	Repairs/Capital/ Planned maintenance	DLO Manager	Partially Upheld	Reinforcement	1)Contracts Coordinator made aware that follow on works was not completed and should have been followed up after bathroom leak following recent upgrade. 2) Repairs Scheduler raised follow on repair after initial leak highlighting remove asbestos to kitchen ceiling instead of hall way. This should have been checked and picked up before passed to asbestos removal contractor. 4) Communication issues caused unnecessary abortive time off work for the tenant, which could have been avoided by better communication.

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101003399350	1	Repairs/Capital/ Planned maintenance	DLO Manager	Partially Upheld	Reinforcement	1) The kitchen should have been referred for a future upgrade at the void stage, as the inspection has revealed it is life expired. This will be referred to the Voids Manager. 3) The slabs should have been levelled and the rubble removed during the void period, which is an issue that has also been passed to the Voids Manger.
101003405999	1	Repairs/Capital/ Planned maintenance	Asset Manager	Upheld	Revision	Apologised for the delay in resolving his request and stated we will need to look at making the process smoother so requests can be made on line, the contact centre need to be reminded the Asset Team (Housing) were formally the Capital Programmes Team. This should enable them to transfer calls.
101003373925	2	Repairs/Capital/ Planned maintenance	Design & Construction Manager	Upheld	Redress	The Housing Asset Team had undergone a restructure with new staff recruited and therefore we are reviewing where historic information is retained in order that we can more easily responded to enquiries for information. We will review our current policy to assess whether it would be helpful to confirm in writing back to tenants any requests not to proceed with works in their homes.