

## Complaints Monitoring Report Housing and Property Services

**Quarter 2 2024/25 – 1 July to 30 September 2024**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25
Total number of complaints received	37	53	50	65	79
Total number of complaints closed	37	55	50	64	72

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 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	34	92%	50	91%	47	94%	60	94%	67	93%
Number of complaints closed - Investigative	1	3%	2	4%	3	6%	3	5%	3	4%
Number of complaints closed - Escalated	2	5%	3	6%	0	0%	1	2%	2	3%

<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 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	21	62%	24	48%	35	75%	45	75%	44	66%
Number of Frontline complaints partially upheld	6	18%	9	18%	4	9%	5	8%	5	7%
Number of Frontline complaints not upheld	7	21%	16	32%	8	17%	10	17%	18	27%
Number of Frontline complaints (Resolution)	0	0%	1	2%	0	0%	0	0%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	50%	1	33%	1	33%	1	33%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	2	67%	0	0%
Number of Investigative complaints not upheld	1	100%	1	50%	2	67%	0	0%	2	67%
Number of Investigative complaints (Resolution)	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	50%	2	67%	N/A	N/A	0	0%	1	50%
Number of Escalated complaints partially upheld	0	0%	0	0%	N/A	N/A	0	0%	0	0%
Number of Escalated complaints not upheld	1	50%	1	33%	N/A	N/A	1	100%	1	50%
Number of Escalated complaints (Resolution)	0	0%	0	0%	N/A	N/A	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25
Average time in working days for a full response - Frontline	4	5	5	5	5
Average time in working days for a full response - Investigative	21	21	27	37	26
Average time in working days for a full response - Escalated	35	17	N/A	42	20

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 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	27	79%	38	76%	38	81%	40	67%	53	79%
Number of complaints closed within 20 working days - Investigative	0	0%	0	0%	2	67%	0	0%	1	33%
Number of complaints closed within 20 working days - Escalated	1	50%	0	0%	N/A	N/A	0	0%	1	50%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	7	21%	12	24%	5	11%	16	27%	12	18%
Number of complaints with an extension – Investigative or Escalated Investigative	1	33%	3	60%	1	33%	3	75%	2	40%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003594810	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	requirement to respond to emails/messages. Process has been improved to monitor cases within the team so issue like this should not occur in the future.
101003597165	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tradesmen attend appointments as arranged and for Repairs Scheduling staff to contact tenants to keep them updated of any change to pre-arranged appointments.
101003600526	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that all teams are kept up to date with progress of works and that tenants are not left for long periods of time with outstanding works required to complete jobs.
101003601359	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	A programme of improvement works is currently being undertaken through the Housing Asset Management team and these works will be included as part of the upgrade to the property.
101003602903	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Customer Services and Repairs Servicing Staff reminded of procedures.

101003603185	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept up to date with the progress of works and that they receive regular communication from the Tenant Liaison Assistants
101003603190	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Definitively eliminate any possibility of DLO negligence or Housing / Asset responsibility in regard to all repairs, queries and complaints.
101003603220	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	- In future, all directly neighbouring properties to be advised in advance of work which may cause loud noise and disturbance.
101003603233	Repairs/Capital/Planned maintenance	Upheld	Mike More	Service to be reminded to contact tenants back when they have got in touch.
101003604344	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Tradesmen to be vigilant to ensure that all loose staples are removed from the floor when existing floor coverings are lifted from Void properties.
101003605477	Other	Upheld	Julia Allan	Tenants to be advised of correct telephone numbers to report concerns, and be re-directed as required.
101003605565	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	We apologise to Ms Farquhar for the delay in getting this issue rectified. Ensure that repairs are completed satisfactorily and that tenants are kept updated of progress if further works are required.
101003605943	Repairs/Capital/Planned maintenance	Upheld	Mike More	Asset Management team and Consultant made aware to ensure lack of contact is not repeated. Works now in place and complainant is satisfied.
101003606036	Complaint Against Staff	Upheld	Julia Allan	Ensure that drivers stop immediately when it is safe to do so to speak to other road users involved and to gather details etc as required. Several 'Safe Driver Training' sessions have been arranged for August and all drivers will be required to attend these.
101003606152	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept updated on progress of outstanding works by Repairs Schedulers / Tenant Liaison Assistants.
101003606338	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that works are attended to within reasonable timescales and to ensure that tenants are kept informed of reasons for any delays.
101003606658	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	Head of complaint one – The tenant and their representative have the contact details of the Housing Asset Management Tenant Liaison Officer and have been advised that if they have any queries they should contact Rachel direct. Further the team will ensure for future works that clear information is shared with the tenant and any representatives who have been nominated. Head of complaint two – The contractor has accepted that they did not fully review the instal works required at this property during the survey.

				They appreciate that they must clearly understand that when more than one improvement measure is being undertaken at a property that works should be linked to ensure there is no risk to the tenant being without heating or hot water. A date for the complete instal works is currently being agreed with the tenant.
101003607643	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	This work will be completed before Miss Fraser gets the new vinyl flooring laid in the bathroom on Friday 2 August 2024. Ensure that potential causes of damp & mould are investigated thoroughly when initially reported.
101003609177	Housing Estate Management	Upheld	Cath McGowan	EC reminded to follow up on cases.
101003610663	Complaint Against Staff	Upheld	Julia Allan	All DLO drivers will attend one of the Safe Driver training sessions that are arranged in August. Drivers will be reminded of the safe driving policy as well as being made aware of the C-Track system.
101003611329	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	The contract delivered by Everwarm was not as closely managed as potentially it could have been due to staff shortages and vacancies. Moving forward Moray Council staff along with professional advisors will be more hands on to ensure quality of workmanship is acceptable. It is recognised that during this contract there should have been better communication between the tenant and the Council. In future contracts the Council will be ensuring there is a point of contact with in the Council that tenants can call with queries rather than relying on external contractor tenant liaison.
101003615365	Complaint Against Staff	Upheld	Julia Allan	A number of sessions of Safe Driver Training for all drivers of DLO vehicles have been arranged for the last two weeks in August. These sessions will highlight the importance of being careful & considerate drivers and will re-inforce the Highway Code.
101003615751	Housing Support	Upheld	Daniel Murray	AHM has spoken to the AHO and reminded that notes on accounts must be looked at before actions completed on rent accounts – the AHO accepts this and will ensure notes are read in future.
101003616266	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept up to date with any delays to repair works. Repairs Schedulers and Tenant Liaison Assistants to advise tenants of the progress of works and of any possible delays to repairs works being carried out.
101003616936	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that any calls for repair are forwarded to the correct team for action to ensure that tenants are not left with unresolved issues.

101003619766	Strategy & Development	Upheld	Fiona Geddes	Contact Centre script/out of office/back up procedures will be reviewed asap
101003619859	Strategy & Development	Upheld	Fiona Geddes	Contact Centre script/out of office/back up procedures will be reviewed asap
101003620782	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	Discussion undertaken with Housing Asset Manager and better monitoring of case work and case loads will be undertaken going forward to ensure cases are progressed within appropriate timelines and information shared with tenants/complainants.
101003621993	Complaint Against Staff	Upheld	Gordon Mark	Driver training sessions to be held
101003622133	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	Clear transfer of information between services required as this was a footpath which had initially been with Roads who then advised it was not adopted and therefore a HRA responsibility. Further once within the Housing Asset Team a clear understanding of outstanding complaints/actions required to ensure issues are followed up and not forgotten about.
101003624097	Repairs/Capital/Planned maintenance	Upheld	Matthew Edwards, Contracts Co-ordinator / Robbie Williams, Contracts Supervisor	The Contracts Supervisor has arranged to return the back door key to Mr Reid today, and he will also replace the hinges on the gate which were damaged as a result of the gate being left open and swinging in the wind. Additional steps will be put in place to safeguard keys for properties where work is being carried out to ensure that this situation does not arise again in the future.
101003629369	Repairs/Capital/Planned maintenance	Upheld	Mike More	Informed contractor of issue with communication.
101003631143	Housing Estate Management	Upheld	David Munro	Open Spaces need to communicate better with tenants to confirm the reason they are unable to carry out cuts.
101003631744	Housing Estate Management	Upheld	Daniel Murray	More regular checks to be completed at the property to ensure a build-up of rubbish does not happen again. Housing will be working in partnership with Social Work to support the tenant to maintain her property at an acceptable standard.
101003633212	Complaint Against Staff	Upheld	Julia Allan	Drivers have completed recent Safe Driver Training which reminds them to be considerate of other road users when parking Council vehicles. All drivers will also be issued with folders containing all relevant information from the Safe Driver Training course.

101003635052	Repairs/Capital/Planned maintenance	Upheld	Fiona Geddes	Springfield to be reprimanded for this incident with improvements sought. Springfield to be reprimanded for this incident with improvements sought to bring workmanship to within acceptable limits.
101003635525	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Head of complaint one - Contractor requested to take corrective action going forward, ref notice and mail times Head of complaint two - Wider consideration of the contract awarded, which includes void properties. If this continues to be a feature of contract delivery, we may decide to move this to voids where tenant access is not an issue but the volume of work to this contractor may be reduced. Head of complaint three – As per complaint two – direct contact established and appointment agreed.
101003636467	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	The Contracts Co-ordinator contacted Ms Reck on Wednesday 11 September to discuss the issues she had raised in her complaint. Following this discussion the following works were arranged. 1. To replace two sheets of wetwall behind the bathroom hand basin and at the bath 2. To remove and refit the toilet and the hand basin 3. To seal behind the taps at the bath and the hand basin 4. To repaint the affected areas within the bathroom 5. To have the plumber refit the shower 6. To have the Electrician inspect the electrics The Contracts Co-ordinator has also agreed to raise a works order to patch a hole in the fascia of the property which was not completed during the heating upgrade to the property.
101003637020	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	This contract forms part of the wider SHNZ programme. Officers are involved in the progress meetings and will ensure progress, updates and complaints are discussed at length to ensure the contractor is held to account.
101003638087	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Toolbox talks will be carried out with all engineers to ensure they must explain to tenants why they are disconnecting filling loops, as this is to comply with water bylaws and manufacturer's instructions.
101003589826	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	Repairs are now complete to complainant's satisfaction. Appropriate teams have been asked to review their repair procedures to ensure other tenants do not experience a service failure of this nature.

101003608970	Repairs/Capital/Planned maintenance	Upheld	Gordon McCluskey	All teams involved including contractors to be informed regarding providing communication and also on quality of work provided.
101003641329	Asset Management	Upheld	Tracey McKie	<ul style="list-style-type: none"> <li>- HPO visited on 19/09/24 and apologised for lack of communication. Tenant has been given his direct mobile number now for future. HPO patches have been identified and a designated HPO per area now in place. This will ensure cases are progressed. In addition to this we are advertising a TLA post, which when appointed will be the link between service user and the service. The Asset team will become more proactive when booking appointments etc when the TLA is in post – DRS scheduling tool will be used to optimise officer time and make the repair journey easier for our tenants.</li> <li>- There is a process to organise scaffolding which appears to be very protracted and this has contributed to the delays.</li> <li>- The Housing Asset Manager is reviewing this process and if possible, this will be amended to streamline</li> <li>- HPO has visited the neighbour and provided an update. Change in process and customer excellence training to be rolled out across asset team (particularly for new starts)</li> </ul>
101003641431	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	<p>Head of complaint one – better communication required between contractor/tenant and Council on what works are due and when, along with information on extent of work.</p> <p>Head of complaint two – contractor reminded to ensure works are undertaken in appropriate manor to limit effect on property.</p>
101003643617	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Tenants need to be kept updated with any follow-on works required, and tradesman need to communicate better with Supervisors to highlight the correct priority, which in this case was Urgent ( day) and not Ordinary (20 day).
101003644086	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Lack of communication (needs improved) an issue as well as our failure to carry out follow on repairs from previous visit which was cancelled after last visit in December 2023 (as evidence enclosed).
101003606984	Repairs/Capital/Planned maintenance	Partially Upheld	Mike More	1) Better recording of outstanding tasks is required within Housing Asset Management Team to ensure if a staff member is off there is a clear record that can be reviewed to establish what tasks are outstanding and require action.
101003620330	Asset Management	Partially Upheld	Geoff Newell	Requirement for information to be passed to the correct officer



101003627694	Repairs/Capital/Planned maintenance	Partially Upheld	Moray Macleod	"Head of complaint one – Contractors to be reminded to communicate with tenants where appointments maybe missed. This item to be included in the monthly contract meetings.
101003641017	Repairs/Capital/Planned maintenance	Partially Upheld	Susan Wilson-MacGillivray and Gordon Mark	Head of complaint two – Note that some tenants might want a written apology rather than a verbal one.
101003642122	Housing Estate Management	Partially Upheld	Alex Irving	Head of complaint three – Include an item in the tenants voice on the planned repairs review.