

## Complaints Monitoring Report Housing and Property Services

**Quarter 4 2024/25 – 1 January to 31 March 2025**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
Total number of complaints received	50	65	79	82	73
Total number of complaints closed	50	64	72	76	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>	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	47	94%	60	94%	67	93%	72	95%	69	96%
Number of complaints closed - Investigative	3	6%	3	5%	3	4%	3	4%	2	3%
Number of complaints closed - Escalated	0	0%	1	2%	2	3%	1	1%	1	1%

<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>	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	35	75%	45	75%	44	66%	46	64%	48	70%
Number of Frontline complaints partially upheld	4	9%	5	8%	5	7%	6	8%	3	4%
Number of Frontline complaints not upheld	8	17%	10	17%	18	27%	20	28%	15	22%
Number of Frontline complaints (Resolution)	0	0%	0	0%	0	0%	0	0%	3	4%

<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>	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	1	33%	1	33%	2	67%	2	100%
Number of Investigative complaints partially upheld	0	0%	2	67%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	2	67%	0	0%	2	67%	1	33%	0	0%
Number of Investigative complaints (Resolution)	0	0%	0	0%	0	0%	N/A	N/A	0	0%

<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>	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	0	0%	1	50%	1	100%	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	0	0%	0	0%	0	0%	1	100%
Number of Escalated complaints not upheld	N/A	N/A	1	100%	1	50%	0	0%	0	0%
Number of Escalated complaints (Resolution)	N/A	N/A	0	0%	0	0%	N/A	N/A	0	0%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
Average time in working days for a full response - Frontline	5	5	5	5	5
Average time in working days for a full response - Investigative	27	37	26	13	22
Average time in working days for a full response - Escalated	N/A	42	20	19	17

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 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	38	81%	40	67%	53	79%	52	72%	49	71%
Number of complaints closed within 20 working days - Investigative	2	67%	0	0%	1	33%	3	100%	1	50%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	1	50%	1	100%	1	100%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	5	11%	16	27%	12	18%	14	19%	17	25%
Number of complaints with an extension – Investigative or Escalated Investigative	1	33%	3	75%	2	40%	1	25%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003689767	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Team advised that in future for similar cases a survey would need to be set up to look into issues.
101003690030	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Department made aware that request was not actioned to prevent this type of complaint from reoccurring.
101003690558	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that any asbestos identified in a property is removed safely as a priority and tenants are reassured that they can safely remain in the property until this work is completed
101003691588	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Our records show that there have been a number of previous repairs to this roof over a period of years, which unfortunately have not been successful in resolving the ongoing issues with the roof. We have arranged for a roofing specialist to visit the property to inspect the roof and to submit a report and quote for replacement roof works to be done. Unfortunately, due to the current poor weather conditions, we

				<p>cannot give an exact date as to when the inspection can be carried out as we have to ensure the roofing specialist can gain safe access to the roof. Once the weather improves, a temporary fix will be carried out and the bedroom ceiling will be repaired, in the meantime, a works order has been raised to remove the wet insulation materials from the ceiling.</p> <p>Permission for further works to erect scaffolding the full width at front &amp; rear of property up to gutter level, to strip both sides of the roof and replace all lead work, roofing felt, to renew all tile batons and replace all roof tiles has been granted and this work will be carried out as a priority once weather conditions permit this.</p> <p>We apologise to the tenant for the distress and upset this has caused and the fact that her son's bedroom is not able to be used and this has resulted in her son having to sleep in the adult's bedroom which is not satisfactory.</p> <p>We will make arrangements to pay the tenant a disturbance allowance of £60 for the period where the second bedroom in the property has not been useable. The Tenant Liaison Assistant will contact the tenant to gather bank account details and make arrangements for this to be paid.</p>
101003693014	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that when tradesmen are attending works in properties they do not cause damage to other fixtures/fittings in the property
101003694292	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Staff members attending a forced entry, should all meet in advance of attending and the senior officer in attendance then leads. Has this happened, this incident would have not occurred. Also, member of staff that behaved inappropriate; towards the tenant to be reminded of the Councils code of conduct.
101003695119	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Engineer has been spoken to about his conduct and behaviour while carrying out repair works within Council properties. In addition, we will ensure this engineer will undertake Customer Service training. Apology provided.
101003696519	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Change of process so that information/notices are given to avoid further complaints
101003696869	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept updated of the progress of repairs etc and are advised if they are eligible for a compensation / disturbance payment (if applicable)

101003699031	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that all request for repairs are followed up with sub-contractors and ensure that tenants are kept up to date with progress.
101003700283	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Team have been made ware to ensure this is not repeated.
101003701618	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Contractor companies have been informed to ensure this is not repeated.
101003702161	Repairs/Capital/Planned maintenance	Upheld	Kulia Allan	We have been assured that contactor's staff will do this in future to any visits to Council and we have ensured this contractor will not visit complainant again and DLO will cover future works.
101003703946	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept updated of progress of works and advised of reasons if there are any delays to ongoing works.
101003707595	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tradesmen take care when in tenant's properties not to damage personal items and to ensure that they do not remove any items belonging to the tenant
101003707675	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	<p>Previously suggested a generic inbox, shared by all AP administrators to ensure that all defect requests are going into one area and the correct team can take their cases out for processing. This revised approach was highlighted to AP leads in December 2024, however, to date no definitive decision has been made.</p> <p>Going forward the Asset team will endeavour to direct Lagan cases correctly and the team have been reminded to check all spreadsheets before re-assigning calls.</p>
101003707978	Complaint Against Staff	Upheld	Julia Allan	I have discussed at length with the driver the Moray Council Safe Driving Policy and also reminded him of the regulations regarding splashing members of the public whilst driving a vehicle. I stressed that he must be more aware of his surroundings whilst driving so that this type of incident does not reoccur.
101003708954	Complaint Against Staff	Upheld	Moray Macleod	The member of staff has been spoken to by their line manager and will receive further coaching to ensure that there is not a repeat of this behaviour with any future appointments that need to be made with our tenants. In addition, we will review and update our procedures for all our clerk of works team to ensure that we learn the lessons from this unfortunate incident

101003710257	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Ensure that all works are carried out within reasonable timescales and tenants are kept updated of the progress of works.
101003712322	Repairs/Capital/Planned maintenance	Upheld	Mike Rollow	Better communication with tenants around asbestos removal procedures and after work are completed, to provide reassurance that properties are safe.
101003713586	Repairs/Capital/Planned maintenance	Upheld	Moray Macleod	1-4) Main contractor briefing of their sub-contractor not robust enough. Completely unacceptable behaviour by the sub-contractor and any further incidents like this will result in work being paused.
101003715820	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Team has been informed to ensure this is not repeated.
101003716414	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept updated as to the status of their heating repairs and advised of their entitlement to compensation for temporary heaters.
101003717320	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tradesmen take care and pay attention to cables/fittings etc while carrying out works in tenant's homes.
101003717701	Repairs/Capital/Planned maintenance	Partially Upheld	Clare Kemsley	1 to 3 Moray Council to closer monitor quality of work by contractor and instruct remediation of unacceptable finishing and delays to completion. 4 to 5 Moray Council to review communication procedures between contractor and tenants. Moray Council to issue apology to the tenant for the delay in completion to the window installation.
101003718548	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that owner/occupiers of neighbouring properties are kept up to date with ongoing works in properties which may affect theirs.
101003718774	Repairs/Capital/Planned maintenance	Upheld	Moray Macleod	Systems and all teams have now been updated to ensure tenant receives emails going forward.
101003719075	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	The Contracts Team Tenant Liaison Assistants are to ensure that tenants are clear about the date for works to commence, and ensure that any tenant queries regarding this work are followed up.
101003720638	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that prompt action is taken to ensure that issues with heating systems are resolved promptly and that the manufacturers/installers are contacted if there are ongoing issues with the system.
101003720772	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Service made aware of delays and to contact tenants in similar situations.
101003720802	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that jobs are raised within the correct timescales and that tradesmen attend.

101003722916	Housing Disputes	Partially Upheld	Brian Fraser	<ul style="list-style-type: none"> <li>• Moray Council to make prospective tenants at address fully aware to quote the full address of this property on any correspondence or contact with services and be mindful that there is an additional property of the same address.</li> <li>• Moray Council has agreed to look into the sign posting of the address and to make improvements so the public are aware that there are two separate properties.</li> <li>• Moray Council (Housing &amp; Property) will ensure all correspondence will be addressed correctly and IT systems updated to reflect the two separate properties.</li> </ul>
101003729060	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	This will be monitored going forward.
101003730811	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure better communication with tenants and provide tenant with an update if there are any delays to works to be carried out.
101003733144	Complaint Against Staff	Upheld	Julia Allan	Staff member has been advised to park correctly in the future.
101003733971	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Sub-contractors been advised to properly cover tenant's belongings with suitable dust sheets. Quality Assurance people from contractors to check painting decoration as well as building works. Ensuring extra help available to move items of furniture back to existing positions for tenants where needed.
101003688628	Housing Estate Management	Upheld	David Munro	Various measures taken, increased time to remove belongings/leave garages erected/costs reimbursed
101003690039	Repairs/Capital/Planned maintenance	Partially Upheld	Mike Rollo	Address has been added to cleaning programme to ensure this is not repeated.
101003718544	Housing Disputes	Upheld	Fiona Geddes	Staff training will be completed to ensure this is not repeated.
101003734412	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	The team will make sure that lagan queues are monitored etc each week to ensure any o/s work is picked up.
101003734598	Allocations	Upheld	Fiona Coutts	Team have been notified to contact tenants within reasonable timeframe.
101003735703	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Head of complaint one - Repairs should have been auctioned much sooner, as well as a visit to inspect issues (Repairs Manager made aware)

				Head of complaint two – damp and mould survey should have been actioned sooner (Repairs Manager made aware) Head of complaint three – upheld – vulnerable children’s issues should have been dealt with sooner (referred to housing Management).
101003736247	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Repairs Officer concerned has been reminded to be careful what is said to tenants, particularly when inspecting condition for a move, as expectations can get raised, which as in this case can lead to disdain of an offer is not then given,
101003737794	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that works orders for any outstanding works are deal with promptly and that tenants are kept up to date with any delays etc.
101003737804	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	There has been ongoing issues at this former new build development with heating systems contractor. Now the contractors’ defects period has ended, DLO have addressed several issues. Contractor support is poor, and a specialist contractor has been engaged (recommended by them), who has visited and rectified other systems in this development. DLO staff are undertaking training by this specialist, to support our staff repairing and maintain these systems.
101003738841	Allocations	Upheld	Carol Chambers	The Housing OT has now been requested to update his email signature with additional contact details to enable customers to make contact with him.
101003739823	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that Disturbance payments are processed promptly and ensure that tenants are kept updated of the progress of these.
101003741371	Repairs/Capital/Planned maintenance	Upheld	Moray Macleod	Updates and contact to be returned to those phoning into call centre and logging Lagan cases.
101003742448	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that any reports of faults are addressed as a priority also ensure that the tenants are kept updated of progress of works. Complainant contacted with timescales and she has confirmed she is happy with result.
101003743186	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are made aware of their entitlement to disturbance payments and that this process is explained to them clearly if they have any queries.
101003743920	Repairs/Capital/Planned maintenance	Upheld	Mike More	Head of complaint one – In both cases communication to the tenant has been below acceptable stand with the tenant not aware of the



				implications for her floor coverings. Contractor has been reminded to ensure tenant is aware of their responsibilities regarding floor coverings. Head of complaint two – The workmanship has not been up to scratch at this property and via the Council’s appointed managing agent the contractor has been reminded of their requirement to complete works to a satisfactory standard. Tenant has been called and HPO will visit to assess painting issue also.
101003747076	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Make sure we follow up with an email where appropriate.
101003747460	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that any reports of faults are addressed as a priority and ensure that tenants are kept updated of progress of works.
101003753512	Repairs/Capital/Planned maintenance	Partially Upheld	Julia Allan	Head of complaint one - Ensure that external contractors check that time clocks are re-set correctly following annual boiler servicing. Head of complaint two - N/A - normal process and timescales.