

Complaints Monitoring Report Housing, Property & Communities

Quarter 3 2025/26 – 1 October to 31 December 2025

* Q3 2025/26 figures are reflective of the new service structure

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26
Total number of complaints received	82	73	67	83	54
Total number of complaints closed	76	72	68	81	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	Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26	
	number	%								
Number of complaints closed - Frontline	72	95%	69	96%	61	90%	75	93%	50	86%
Number of complaints closed - Investigative	3	4%	2	3%	4	6%	6	7%	5	9%
Number of complaints closed - Escalated	1	1%	1	1%	3	4%	0	0%	3	5%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26	
	number	%								
Number of Frontline complaints upheld	46	64%	48	70%	41	67%	36	48%	28	56%
Number of Frontline complaints partially upheld	6	8%	3	4%	7	11%	4	5%	2	4%
Number of Frontline complaints not upheld	20	28%	15	22%	13	22%	34	45%	19	38%
Number of Frontline complaints (Resolution)	0	0%	3	4%	0	0%	1	1%	1	2%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	67%	2	100%	0	0%	0	0%	2	40%
Number of Investigative complaints partially upheld	0	0%	0	0%	2	50%	5	83%	1	20%
Number of Investigative complaints not upheld	1	33%	0	0%	2	50%	1	17%	2	40%
Number of Investigative complaints (Resolution)	N/A	N/A	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	Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	100%	0	0%	1	33%	N/A	N/A	2	67%
Number of Escalated complaints partially upheld	0	0%	1	100%	1	33%	N/A	N/A	0	0%
Number of Escalated complaints not upheld	0	0%	0	0%	1	33%	N/A	N/A	1	33%
Number of Escalated complaints (Resolution)	N/A	N/A	0	0%	0	0%	N/A	N/A	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26
Average time in working days for a full response - Frontline	5	5	5	4	6
Average time in working days for a full response - Investigative	13	22	18	22	26
Average time in working days for a full response - Escalated	19	17	26	N/A	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	Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	52	72%	49	71%	43	70%	61	81%	40	80%
Number of complaints closed within 20 working days - Investigative	3	100%	1	50%	3	75%	0	0%	3	60%
Number of complaints closed within 20 working days – Escalated	1	100%	1	100%	1	33%	N/A	N/A	2	67%

33%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26	
	number	%								
Number of complaints with an extension – Frontline	14	19%	17	25%	18	30%	12	16%	10	20%
Number of complaints with an extension – Investigative or Escalated Investigative	1	25%	0	0%	2	29%	2	33%	2	25%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003842366	Housing Disputes	Upheld	David Munro	Letter that was promised was not provided. To ensure this is not repeated.
101003847008	Housing Disputes	Partially Upheld	David Munro	Head of complaint three – upheld – We took too long to respond to the complainant’s compensation claim. Should have dealt with compensation claim sooner rather than waiting till complainant accepted an offer of alternative accommodation.
101003863719	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	The sub-contractor has been spoken to and reminded to ensure that all gutters, downpipes and gardens are left clear and clean when works have been completed.
101003865928	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	No communication was provided to Miss Roberts on the timeline of the repair. Better communication by the repairs team to update tenants on the progress on repairs.
101003868505	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Works not carried out in reasonable timeframe. Keep track of works so that we get the jobs completed on time.

101003870434	Repairs/Capital/Planned maintenance	Upheld	Bryan Gillis, Repairs Officer and Rachel Thomson, Tenant Liaison Assistant	Ensure that all repairs are investigated thoroughly and repairs are carried out to resolve these issues within the laid down timescales Ensure that all repairs are investigated thoroughly and repairs are carried out to resolve these issues within the laid down timescales.
101003871161	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Delay in providing ordered materials and offered compensation.
101003872367	Repairs/Capital/Planned maintenance	Upheld	Lindsey Kendrick	Delay in kitchen repairs. Kitchen has now been added to contract and tenant advised of the Moray Council contact for the works
101003875906	Repairs/Capital/Planned maintenance	Upheld	Rachel thomson	Ensure that all repairs are investigated thoroughly and repairs are carried out to resolve these issues within the timescales.
101003876490	Repairs/Capital/Planned maintenance	Upheld	Rachel Thomson	Investigate into why call was not logged on Call Centre report, will be fed back to Customer Services and brought up at next meeting.
101003876535	Repairs/Capital/Planned maintenance	Upheld	Lindsey Kendrick	Spoken to tenant and explained he will get a disturbance payment of £209.80 once all works are complete and he will get a mandate form sent out to him to complete at that time.
101003877713	Repairs/Capital/Planned maintenance	Partially Upheld	Julia Allan	Head of complaint one - Ensure that compensation and disturbance allowances are processed within a timely manner and tenants are advised.
101003878400	Repairs/Capital/Planned maintenance	Upheld	Andrew MacPherson, Acting Repairs Manager	Ensure that repairs are carried out within laid down timescales and tenants are kept informed and updated of their repair requests.
101003878417	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that works are attended to within the laid down target times and that tenants are kept informed.
101003838972	Housing Support	Upheld	Gordon McCluskey, Service Manager Housing Need	1. This aspect of your complaint is upheld and we will be in contact to arrange for a further offer of housing to be made 2. whilst officers clearly acted in good faith by visiting you in an effort to resolve your homelessness, it is accepted that this caused you distress.
101003860414	Complaint Against Staff	Upheld	Neil Strachan	Staff training Reinforcement of policies
101003861764	Housing Disputes	Upheld	Fiona Geddes	Contractor has been made aware that quicker timescales are required in future.

101003880090	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Staff made aware of failures and advised so this is not repeated going forward.
101003882107	Other	Upheld	Mhairi Blake	School to speak to pupil
101003882214	Complaint Against Staff	Upheld	Julia Allan	Employee concerned will be dealt with through the appropriate internal processes including Moray Council's code of conduct
101003884332	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie, Senior Scheduler	Better communication between teams.
101003884699	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Better communication throughout departments.
101003885369	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that any snagging issues identified are dealt with within an acceptable timescale and tenant is kept informed.
101003885655	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Service notified of delay to ensure this is not repeated with other tenants.
101003891891	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Departments informed to ensure this is not repeated.
101003892150	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Service made aware to ensure this is not repeated.
101003894026	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Better communications with the tenant to keep them updated of changes.
101003894229	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Team made aware to ensure this is not repeated.
101003894711	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Better management of the repairs process from start to finish to ensure repairs don't get missed due to poor communication.
101003896896	Complaint Against Staff	Upheld	Julia Allan	Driver reminded to be aware of location when parking and to ensure the van does not obstruct visibility to other road users.
101003897032	Complaint Against Staff	Upheld	Julia Allan	Ensure that all tradesmen take time to allow tenants to answer the door, tradesmen should be polite to tenants when attending repairs and should explain the reason for their attendance as well as provide an explanation of any faults etc.
101003897428	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	The process of refusals to be reviewed.
101003897478	Repairs/Capital/Planned maintenance	Partially Upheld	Tracey McKie	Contractor and Asset Team informed of various issues with contact and cleaning etc.

101003900128	Repairs/Capital/Planned maintenance	Upheld	Gordon Mark	Ensure that 3rd party contractors take care and attention when carrying out work at tenants' properties. The contractors who carried out this work will be reminded of this.
101003901674	Estates	Upheld	Kim Duffy	Delay was from Contact Centre not sending info in time to Team.