



10.0 Complaints Monitoring

The following information relates to complaints recorded between 01/04/17 and 30/06/17.

10.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	14 (77.8%)	0 (0%)	14 (77.8%)	0 (0%)	1 (7.1%)
Stage 2 (investigation)	4 (22.2%)	0 (0%)	4 (22.2%)	0 (0%)	1 (25%)
Total	18 (100%)	0 (0%)	18 (100%)	0 (0%)	1 (5.6%)

The following table shows a comparison between the current and previous 3 month period:

STAGE	Jan - March 2017 Social Rented	April - June 2017 Social Rented	Jan - March 2017 Managed Properties	April - June 2017 Managed Properties
1 (Frontline)	12 (92.3%)	14 (77.8%)	0 (0%)	0 (0%)
2 (Investigation)	1 (7.7%)	4 (22.2%)	4 (80%)	0 (0%)
TOTAL	13 (100%)	18 (100%)	4 (100%)	0 (0%)

Comment: The number of overall Complaints increased compared to the previous quarter (18 complaints processed – 5 more than the previous quarter). The number of Stage 2 complaints decreased by one compared to the previous period: a total of 4. The split and volume causes no concern. No complaints related to equality issues and one complaint was escalated from Stage 1 to 2.

Recommendation: Continue to monitor as necessary.

10.2 Complaint Category

Department	Category	Number received
Corporate services	Finance	-
	Communications	-
	Tenant participation	-
	Governance	-
	Staff conduct	-
Tenant Services	Applications/ allocations/voids	3
	Estate Management	4
	Rent/arrears control	2
	Tenancy enforcement	2
	Factoring	-
	Staff conduct	1
	Development/New Build	-
	Reactive repairs	-
	Planned works	5
	Recharges	-
	Contractor conduct	1
	Total	18

Comment: The breakdown of complaints by department and category are mainly as one may have predicted. Staff are not unduly concerned about the volume or split of categories.

Recommendation: Continue to monitor as necessary.

10.3 Complaint Outcomes

Stage	Responded to in full	Upheld	Not upheld
Stage 1 (frontline)	14 (100%)	5 (35.7%)	9 (64.3%)
Stage 2 (investigation)	4 (100%)	1(25%)	3 (75%)

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	1.8 days	14 (100%)	0 (0%)
Stage 2 (investigation- 20 day target)	10.8 days	4 (100%)	0 (0.0%)

Comment: The term 'responded to in full' is where the landlord has either met the service user's expectations or, where this is not appropriate, provided a full explanation of the landlord's position. Complaints are viewed as upheld and made in the complainant's favour if there is no corroboration or supporting evidence to support otherwise: complaint upheld is the default. Six complaints were upheld during the quarter. For Stage 1 Complaints the average response increased marginally from 1.7 to 1.8 days. For Stage 2 Complaints, the average response time increased from 10 days, to 10.8 days for this quarter. This is still well within the target of 20 days.

Recommendation: Continue to monitor standard target timescales and when necessary remind staff of the procedure to obtain extension when required from Line Manager.

10.4 Learning Outcomes

Learning outcomes will be shared with staff quarterly at the staff meeting following the Committee meeting. Examples of learning outcomes in this quarter are as follows:

- Amendment to Universal Credit procedures for staff to stop phoning tenants monthly when tenants making Universal Credit payments timeously.

Recommendation: That Committee members note the learning outcomes outlined above.