



9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/07/17 and 30/09/17.

9.1 Complaints Received

| Stage | Social rented | Managed properties | Total received | Equalities complaints | Escalated from 1 to 2 |
|--------------------------------|----------------------------|--------------------------|----------------------------|-------------------------|-------------------------|
| Stage 1 (frontline) | 12 (92.3%) | 1 (7.7%) | 13 (65%) | 1 (7.7%) | 1 (7.7%) |
| Stage 2 (investigation) | 6 (85.7%) | 1 (14.3%) | 7 (35%) | 0 (0%) | 0 (0%) |
| Total | 18 (100%) | 2 (10%) | 20 (100%) | 1 (5%) | 1 (5%) |

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

| STAGE | April - June 2017 Social Rented | July - Sept 2017 Social Rented | April - June 2017 Managed Properties | July - Sept 2017 Managed Properties |
|----------------------|------------------------------------|-----------------------------------|---|--|
| 1 (Frontline) | 14 | 12 | 0 | 1 |

| | | | | |
|------------------------------|----------------------|----------------------|-------------------|----------------------|
| | (77.8%) | (92.3%) | (0%) | (7.7%) |
| 2 (Investigation) | 4 (22.2%) | 6 (85.7%) | 0 (0%) | 1 (14.3%) |
| TOTAL | 18 (100%) | 18 (90%) | 0 (0%) | 2 (10%) |

Comment: The number of overall Complaints increased by 2 compared to the previous quarter (20 complaints processed). The number of Stage 2 complaints increased by 3 compared to the previous period: a total of 7. The split and volume causes no concern. One complaint related to equality issues and one complaint was escalated from Stage 1 to 2.

Recommendation: Continue to monitor as necessary.

9.2 Complaint Category

| Department | Category | Number received |
|---------------------------|------------------------------------|-----------------|
| Corporate services | Finance | - |
| | Communications | 3 |
| | Tenant participation | - |
| | Governance | - |
| | Staff conduct | - |
| Tenant Services | Applications/ allocations/voids | 2 |
| | Estate Management | 3 |
| | Rent/arrears control | - |
| | Tenancy enforcement | 6 |
| | Factoring | - |
| | Staff conduct | 2 |
| | Development/New Build | - |
| | Reactive repairs | 3 |
| | Planned works | - |

| | | |
|--|--------------------|-----------|
| | Recharges | - |
| | Contractor conduct | 1 |
| | Total | 20 |

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.

9.3 Complaint Outcomes

| Stage | Responded to in full | Upheld | Not upheld |
|------------------------------------|----------------------|-----------|------------|
| Stage 1 (frontline) | 13(100%) | 3(23.07%) | 10 (76.9%) |
| Stage 2 (investigation) | 7 (100%) | 2(28.6%) | 5 (71.4%) |

| Stage | Average response | Responded within target | Extension authorised |
|---|------------------|-------------------------|----------------------|
| Stage 1 (frontline- 5 day target) | 1.7 days | 13 (100%) | 0 (0%) |
| Stage 2 (investigation- 20 day target) | 14.1 days | 7 (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. Four complaints were upheld

during the quarter. For Stage 1 Complaints the average response increased from 1.3 days to 1.7 days. For Stage 2 Complaints, the average response time increased from 10.8 days, to 14.1 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.

9.4 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:

- Staff to make tenants aware if a phone call back immediately - is actually achievable by staff before confirming this will happen.
- Tenant Services Manager to consider if the use of standard letters in all anti-social cases, is the best approach..
- Housing Management staff to ensure when tenants e mail and it is a neighbour complaint – that standard procedures apply.

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