



## 9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/01/18 and 31/03/18.

### 9.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
<b>Stage 1 (frontline)</b>	17 (100%)	0 (0%)	17 (89.5%)	0 (0%)	1 (5.9%)
<b>Stage 2 (investigation)</b>	2 (100%)	0 (0%)	2 (10.5%)	0 (0%)	1 (50%)
<b>Total</b>	<b>19 (100%)</b>	<b>0 (0%)</b>	<b>19 (100%)</b>	<b>0 (0%)</b>	<b>1 (5.3%)</b>

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

STAGE	Oct - Dec 2017 Social Rented	Jan- March 2018 Social Rented	Oct - Dec 2017 Managed Properties	Jan - March 2018 Managed Properties
<b>1</b>	<b>20</b>	<b>17</b>	<b>1</b>	<b>0</b>

<b>(Frontline)</b>	<b>(90.9%)</b>	<b>(89.5%)</b>	<b>(4.5%)</b>	<b>(0%)</b>
<b>2 (Investigation)</b>	<b>3 (100%)</b>	<b>2 (10.5%)</b>	<b>0 (0%)</b>	<b>0 (0%)</b>
<b>TOTAL</b>	<b>23 (92%)</b>	<b>19 (100%)</b>	<b>1 (4%)</b>	<b>0 (0%)</b>

**Comment:** The number of overall Complaints decreased by 4 compared to the previous quarter (19 complaints processed). The number of Stage 2 complaints decreased by one compared to the previous period: a total of 2. The split and volume causes no concern. No complaints related to equality issues and no complaints were escalated from Stage 1 to 2.

**Recommendation: Continue to monitor as necessary.**

## 9.2 Complaint Category

Department	Category	Number received
<b>Corporate services</b>	Finance	-
	Communications	-
	Tenant participation	-
	Governance	-
	Staff conduct	-
<b>Tenant Services</b>	New build issues	3
	Application/allocation	2
	Estate Management	1
	Rent/arrears control	1
	Tenancy enforcement	8
	Factoring	-
	Staff conduct	1
	Development/New Build	-
	Reactive repairs	1
	Planned works	1

	Recharges	1
	Contractor conduct	-
	<b>Total</b>	<b>19</b>

**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
<b>Stage 1 (frontline)</b>	17 (100%)	(0%)	17 (100%)
<b>Stage 2 (investigation)</b>	2 (100%)	1 (50%)	1 (50%)

Stage	Average response	Responded within target	Extension authorised
<b>Stage 1 (frontline- 5 day target)</b>	2.2 days	17 (100%)	1 (5.9%)
<b>Stage 2 (investigation- 20 day target)</b>	5 days	2 (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. Three complaints were upheld during the quarter. For Stage 1 Complaints the average response decreased from

2.3 days to 2.2 days. For Stage 2 Complaints, the average response time decreased from 13.7 days to 5 days for this quarter. This is 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:

- Saltire reminded that they have an obligation to supply temporary heaters and water heaters when boiler breaks down.
- Check with Insurance Company before issuing recharge.

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