



9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/01/19 and 31/03/19.

9.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	21 (95.5%)	1 (4.5%)	22 (100%)	0 (0%)	0 (0%)
Stage 2 (investigation)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Total	21 (95.5%)	1 (4.5%)	22 (100%)	0 (0%)	0 (0%)

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

STAGE	Oct - Dec 2018 Social Rented	Jan - March 2019 Social Rented	Oct - Dec 2018 Managed Properties	Jan - March 2019 Managed Properties

1 (Frontline)	22 (91.3%)	21 (95.5%)	0 (0%)	1 (4.5%)
2 (Investigation)	1 (8.7%)	0 (0%)	1 (50%)	0 (0%)
TOTAL	23 (100%)	21 (95.5%)	1 (50%)	1 (4.5%)

Comment: The number of overall Complaints decreased by one compared to the previous quarter (22 complaints processed). There were no Stage 2 Complaints compared to one in the previous period. 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
Corporate services	Finance	-
	Communications	-
	Tenant participation	-
	Governance	-
	Staff conduct	-
Tenant Services	New Build issues	2
	Application/allocation	2
	Estate Management	1
	Rent/arrears control	1
	Tenancy enforcement	3
	Factoring	1
	Staff conduct	-
	Development	-
	Reactive repairs	4

	Planned works	8
	Recharges	-
	Contractor conduct	-
	Total	22

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)	22 (100%)	9 (40.9%)	13 (59.1%)
Stage 2 (investigation)	0(0%)	0 (0%)	0 (0%)

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	3.1 days	21 (95.5%)	1 (4.5%)
Stage 2 (investigation- 20 day target)	0 days	0 (0%)	1 (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. Nine complaints were upheld during the quarter. For Stage 1 Complaints the average response decreased from 3.3 days to 3.1 days. There were no Stage 2 Complaints for this period.

Recommendation: Continue to monitor standard target timescales.

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:

- A one-off issue raised with Contractor due to delay with emergency repair. The outcome was that staff training required by Contractors Office staff. This training has now been completed.

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