



9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/04/19 and 30/06/19.

9.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	25 (96.1%)	1 (3.7%)	26 (96.3%)	0 (0%)	0 (0%)
Stage 2 (investigation)	1 (100%)	0 (0%)	1 (3.7%)	0 (0%)	0 (0%)
Total	26 (96.3%)	1 (3.7%)	27 (100%)	0 (0%)	0 (0%)

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

STAGE	Jan - March 2019 Social Rented	April - June 2019 Social Rented	Jan - March 2019 Managed Properties	April - June 2019 Managed Properties

1 (Frontline)	21 (95.5%)	25 (96.2%)	1 (4.5%)	1 (3.8%)
2 (Investigation)	0 (0%)	1 (100%)	0 (0%)	0 (0%)
TOTAL	21 (95.5%)	26 (96.3%)	1 (4.5%)	1 (3.7%)

Comment: The number of overall complaints increased by 6 compared to the previous quarter (27 complaints processed). There was one Stage 2 Complaint compared to none 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	1
	Communications	-
	Tenant participation	-
	Governance	-
	Staff conduct	-
Tenant Services	New Build issues	2
	Application/allocation	3
	Estate Management	2
	Rent/arrears control	-
	Tenancy enforcement	7
	Factoring	-
	Staff conduct	2
	Development	-

	Reactive repairs	6
	Planned works	4
	Recharges	-
	Contractor conduct	-
	Total	27

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)	26 (100%)	3 (11.5%)	23 (88.5%)
Stage 2 (investigation)	1 (100%)	1 (100%)	0 (0%)

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	4.0 days	25 (96.2%)	4 (15.4%)
Stage 2 (investigation- 20 day target)	5.0 days	1 (100%)	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 increased from 3.1 days to 4 days. There was one Stage 2 Complaint for this period with an average response of 5 days.

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:

- An issue raised with Roofing Contractor due to no notice given to tenant. Contractor reminded to phone tenants prior to attending to avoid similar situation and to avoid further complaints. Complaint upheld.
- An issue with Gas Contractor as failed to return with part. Contractor reminded to follow-up works. Complaint upheld.
- Tenant unhappy with attitude of staff member. Complaint upheld and training given on how to deal with angry tenants.

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