



9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/07/19 and 30/09/19. One Stage 1 complaint was escalated to a Stage 2.

9.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	22 (95.6%)	0	22 (91.7%)	0 (0%)	1
Stage 2 (investigation)	1 (50%)	1 (50%)	2 (8.3%)	0 (0%)	
Total	23 (95.8%)	1 (4.2%)	24 (100%)	0 (0%)	1

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

STAGE	April - June 2019 Social Rented	July - Sept 2019 Social Rented	April - June 2019 Managed Properties	July - Sept 2019 Managed Properties
1 (Frontline)	25 (96.2%)	22 (95.6%)	1 (3.8%)	0
2 (Investigation)	1 (100%)	1 (50%)	0 (0%)	1 (50%)
TOTAL	26 (96.3%)	23 (95.8%)	1 (3.7%)	1 (4.2%)

Comment: The number of overall complaints decreased by 4 compared to the previous quarter (24 complaints processed). There were 2 Stage 2 complaints compared to one in the previous period. 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.

9.2 Complaint Category

Department	Category	Number received
Corporate services	Finance	-
	Communications	-
	Tenant participation	-
	Governance	-
	Staff conduct	-

Tenant Services	New Build issues	3
	Application/allocation	1
	Estate Management	2
	Rent/arrears control	1
	Tenancy enforcement	8
	Factoring	-
	Staff conduct	1
	Development	-
	Reactive repairs	3
	Planned works	4
	Recharges	-
	Contractor conduct	-
	Total	24

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%)	2 (9.1%)	20 (90.9%)
Stage 2 (investigation)	2 (100%)	2 (100%)	0 (0%)

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	3.3 days	22 (100%)	2 (9.1%)
Stage 2 (investigation- 20 day target)	8.5 days	2 (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. Four complaints were upheld during the quarter. For Stage 1 Complaints the average response decreased from 4 days to 3.3 days. There were 2 Stage 2 Complaints for this period with an average response of 8.5 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:

- Condition of property at start of tenancy. Minimum relet standards not met. Staff reminded to follow procedures. Complaint upheld.
- Complaint regarding staff manner. Apology issued and staff member reminded to be courteous. Complaint upheld.
- Complaint regarding recharge invoice. Ensure invoices are checked and a breakdown provided before being issued. Complaint upheld.

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