

9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/04/20 and 30/06/20. There were 3 Stage 2 complaints and 4 complaints related to factored owners and owners.

9.1 Complaints Received

Stage	Social rented	Managed properties	Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	8	1	9	0	1
Stage 2 (investigation)	0	3	3	0	
Total	8	4	12	0	1

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

STAGE	Jan - March 2020 Social Rented	April - June 2020 Social Rented	Jan - March 2020 Managed Properties	April - June 2020 Managed Properties
1 (Frontline)	9 (81.8%)	8 (88.9%)	2 (18.2%)	1 (11.1%)
2 (Investigation)	0 (0%)	0 (0%)	0 (0%)	3 (100%)
TOTAL	9 (81.8%)	8 (66.7%)	2 (18.2%)	4 (33.3%)

Recommendation: Continue to monitor, as necessary.

9.3 Complaint Outcomes

Stage	Responded to in full	Upheld	Not upheld
Stage 1 (frontline)	9 (100%)	2 (22.2%)	7 (77.7%)
Stage 2 (investigation)	3 (100%)	1 (33.3%)	2 (66.7%)

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	3 days	8 (88.8%)	1 (11.1%)
Stage 2 (investigation- 20 day target)	5 days	3 (100%)	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. The average responses were similar to the previous quarter.

Recommendation: Continue to monitor standard target timescales.

9.4 Learning Outcomes

Learning outcomes will be shared with staff via the website at <https://www.forthha.org.uk/get-involved/performance-and-scrutiny/complaints-performance/>.

Examples of learning outcomes in this quarter are as follows:

- Landscape Contractor reminded to be careful not to damage garden pots when moving garden equipment.
- Staff to follow owner's request regarding landscape maintenance.

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