



## 9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/07/20 and 30/09/20. There were 21 Stage One complaints and 3 Stage 2 Complaints

### 9.1 Complaints Received

Stage		Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	21	21	0	0
Stage 2 (investigation)	3	3	0	1
<b>Total</b>	<b>24</b>	<b>24</b>	<b>0</b>	<b>1</b>

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

STAGE	April - June 2020	July - Sept 2020

<b>1 (Frontline)</b>	<b>9 (75%)</b>	<b>21 (87.5%)</b>
<b>2 (Investigation)</b>	<b>3 (25%)</b>	<b>3 (12.5%)</b>
<b>TOTAL</b>	<b>12 (100%)</b>	<b>24 (100%)</b>

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

## **9.2 Complaint Outcomes**

<b>Stage</b>	<b>Responded to in full</b>	<b>Upheld</b>	<b>Not upheld</b>
<b>Stage 1 (frontline)</b>	21 (100%)	6 (28%)	15 (72%)
<b>Stage 2 (investigation)</b>	3 (100%)	1 (33.3%)	2 (66.7%)

<b>Stage</b>	<b>Average response</b>	<b>Responded within target</b>	<b>Extension authorised</b>
<b>Stage 1 (frontline- 5 day target)</b>	3 days	21 (100%)	0
<b>Stage 2 (investigation- 20 day target)</b>	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. Seven complaints were upheld during the quarter. The average response times are similar to the previous quarter.

**Recommendation: Continue to monitor standard target timescales.**

### **9.3 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:

- Staff reminded of importance of good customer service.
- Tenant Services staff to review standard arrears letters.
- Close cleaner reminded of appropriate attitude to tenants whilst cleaning and highlighted need for customer service training.

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