



9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/10/20 and 31/12/20. There were 39 Stage One complaints and one Stage 2 Complaint.

9.1 Complaints Received

Stage		Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	39	39	0	0
Stage 2 (investigation)	1	1	0	1
Total	40	40	0	0

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

STAGE	July - Sept 2020	Oct – Dec 2020
1 (Frontline)	21 (87.5%)	39 (97.5%)
2 (Investigation)	3 (12.5%)	1 (2.5%)
TOTAL	24 (100%)	39 (100%)

Recommendation: Continue to monitor, as necessary.

9.2 Complaint Outcomes

Stage	Responded to in full	Upheld	Not upheld
Stage 1 (frontline)	39 (100%)	30 (77%)	9 (23%)
Stage 2 (investigation)	1 (100%)		1 (100%)

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	3 days	38 (100%)	1
Stage 2 (investigation- 20 day target)	3 days	1 (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. Thirty complaints were upheld during the quarter. The average response times are similar to the previous quarter.

During the quarter, the landscaping and close cleaning questionnaires were issued. This generated 19 landscaping complaints and 3 close cleaning complaints. (Refer to sections 6.6 and 6.7 for improvements and actions).

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:

- Housing Officers to pay greater attention to and regularly monitor landscaping and close cleaning work.

Recommendation: That Committee members note the contents of this report.