



9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/01/21 and 31/03/21. There were 22 Stage One complaints and 5 Stage 2 complaints.

9.1 Complaints Received

Stage	Total received	Equalities complaints	Escalated from 1 to 2
Stage 1 (frontline)	22	0	1
Stage 2 (investigation)	5	0	0

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

STAGE	Oct - Dec 2020	Jan - March 2021
1	39	22

(Frontline)	(97.5%)	(81%)
2 (Investigation)	1 (2.5%)	5 (19%)
TOTAL	39 (100%)	27 (100%)

Recommendation: Continue to monitor, as necessary.

9.2 Complaint Outcomes

Stage	Responded to in full	Upheld	Not upheld
Stage 1 (frontline)	22 (100%)	8 (36%)	14 (64%)
Stage 2 (investigation)	5 (100%)	2 (40%)	3 (60%)

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	3 days	22 (100%)	0
Stage 2 (investigation- 20 day target)	13 days	5 (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. Ten 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:

- Housing Services Officers to pay greater attention to and regularly monitor close cleaning work.
- Introduction of sparkle clean (see 6.9).

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