



9.0 Complaints Monitoring

The following information relates to complaints recorded between 01/04/21 and 30/06/21. There were 15 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)	15	0	0
Stage 2 (investigation)	1	0	0

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

STAGE	Jan - Mar 2021	April - June 2021
1 (Frontline)	22 (81%)	15 (81%)
2 (Investigation)	5 (19%)	1 (19%)
TOTAL	27 (100%)	16 (100%)

Recommendation: Continue to monitor, as necessary.

9.2 Complaint Outcomes

SPSO introduced new guidance which came into force from 01/04/21. This included 2 new reporting outcomes, partially upheld and resolved.

Stage	Responded to in full	Upheld	Not upheld	Partially Upheld	Resolved
Stage 1 (frontline)	15	6	8	1	0
Stage 2 (investigation)	1	1			

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	4 days	15 (100%)	0
Stage 2 (investigation- 20 day target)	16 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. 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:

- A requirement for Customer Care training.
- Staff advised to ensure Contractor capacity to do work before issuing works order to avoid delay in completing work.
- Staff are clear with tenants the work that will be completed in their home.

As a result of a learning outcome there has been a change made to the monitoring of the Close Cleaning and the Landscape Maintenance contracts with each of the Housing Services Officers responsible for a contract.

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

Monitoring of the Close Cleaning and the Landscape Maintenance contracts with each of the Housing Services Officers responsible for a contract.

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