



## Appendix 3 - SPSO Complaints (July to Sept 2021)

### 1.0 SPSO Complaint Breakdown

The following information relates to complaints recorded between 01/07/21 and 30/09/21. There were 19 Stage One complaints and 4 Stage 2 complaints. (As noted previously 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)	19	7	6	3	3
Stage 2 (investigation)	4	4			

Stage	Average response	Responded within target	Extension authorised
Stage 1 (frontline- 5 day target)	4 days	18(100%)	1
Stage 2 (investigation- 20 day target)	18 days	4 (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:

- Customer care training to be arranged for front line staff to improve telephone manner.
- Contractor to ensure that tidies up after repair so that property is in condition prior to repair.
- Gas Contractor advised to improve communication regarding appointments and to offer week-end appointments when short-staffed due to Covid, to ensure minimum service level impact.
- Housing Services Officer to closely monitor the standard of close cleaning and landscaping to ensure standards maintained
- Contractor advised to ensure no smoking indoors policy is enforced to ensure no complaints from tenants regarding smoking indoors.

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