

# Complaints

April 2017 to February 2018

Breakdown by service area:

<u>Service Area:</u>	<u>Complaints Received</u>	<u>Upheld</u>
Reactive Repairs	28	20
Major Works	5	4
Gas Servicing/Gas Repair	11	9
Re-Let Standards	1	0
Staff Conduct	4	0
Housing Allocations	1	0

Some key information on complaints received:

- 49 out of the 50 complaints received were responded to within the Scottish Public Services Ombudsman (SPSO) target timescales (98%);
- 46 out of the 50 complaints were resolved at Stage 1 and only 4 escalated to Stage 2;
- 2 of the 4 Stage 2 complaints were upheld; 2 escalated their complaints to the SPSO who did not take their complaints forward as they did not find fault on our part;
- 1 out of the 50 complaints was considered equality-related (the tenant considered they were being discriminated against as falling within one of the protected characteristics of the Equality Act);
- We identified through our complaints, an issue with our appointment system and this issue was rectified. We continue to learn through complaints received and put improvements in place to prevent any causes of complaints re-occurring.

If you have a complaint, please do not hesitate to contact us – details on back page.