

COMPLAINTS REPORT

Quarter 3 – Complaints October to December 2018

Number of complaints	Quarter 3			
	1 st Stage Complaints		2 nd Stage Complaints	
	Number		Number	
Equalities related	0		0	
Other	20		2	
Total number of complaints	20	Percentage		Percentage
Responded to in full	20	100%	2	100%
Upheld	12	60%	1	50%
Not Upheld	8	40%	1	50%
Outcome to be confirmed	N/A		N/A	
Responded to within SPSO timescales	20	100%	2	100%

Breakdown of Complaints by Service Area

Type		Trends Identified
Reactive Repairs	4	Miscellaneous – no trend
Re-Let Standard	5	New tenants not satisfied with various aspects of their home when they move in
Staff Conduct	4	Increase in the number of complaints received of this nature
Gas Contractor	6	Poor communication is a common thread in these complaints
Planned Maintenance	3	Miscellaneous – no trend

Learning from Complaints Received

Re-Let Standard - We are continuing to monitor our re-let standard.

Staff Conduct – Appropriate training will be provided where relevant.

Gas Contractor – Regular contract review meetings held and performance issues raised to ensure performance remains at a satisfactory service level.