

WAVERLEY HOUSING

ANNUAL REPORT ON COMPLAINTS 2019/20

Complaints Monitoring

During the 2019/20 financial year, 39 x Stage 1 complaints were received and 6 x Stage 2 complaints. This compares to 66 x Stage 1 complaints and 5 x Stage 2 complaints the previous year. Numbers of complaints have again reduced, as has been the trend over the last few years.

We were able to respond to all complaints within designated timescales of 5 working days for a Stage 1 and 20 working days for Stage 2 complaints. The following table is a breakdown of complaints:

Number of complaints	1 st Stage Complaints		2 nd Stage Complaints	
	Number	Percentage	Number	Percentage
Total number of complaints	39		6	
Responded to in full	39	100.00%	6	100.00%
Upheld	11	28.21%	1	16.67%
Not Upheld	28	71.79%	5	83.33%
Responded to within SPSO timescales	38	100.00%	6	100.00%
Average timescale to respond (in days)	1.72 days		11.83 days	

Breakdown of complaints by Service Area:-

Responsive Repairs	11
Gas Servicing/Repairs	3
Planned Maintenance	4
Staff Conduct	12
Re-Let Standard	10
Housing Services	5
Total of Stage 1 and Stage 2 complaints	45

Trends and Learning from complaints

One tenant was responsible for 5 of the complaints regarding staff conduct. These 5 complaints were received following actions taken by staff for breach of tenancy conditions, and these actions not being accepted by the complainant. None of these 5 complaints received were upheld. The remaining complaints regarding staff conduct did not show any trend towards a particular staff member being responsible. Only one of those complaints was upheld and related to failure by a member of the trades team to use shoe coverings during a property repair.

Relet standards - a trend developed where properties had not had full void preparation works carried out before provision of decoration packs. As a result of this, it was introduced that all void properties would be signed off by the Property Services Officer to ensure all works had been completed in this respect rather than leave to voids team members.

There were no other trends or learning from complaints received.

Surveys

A satisfaction survey form was issued to 18 complainants on closed complaint cases to determine how complainants considered we had handled their complaint. Unfortunately, there were no responses to surveys issued. We will attempt in 2020/21 to follow up on surveys issued as it is important to identify any service improvements required, should complainants record dissatisfaction with our complaints handling.

Business Support Manager
June 2020