

WAVERLEY HOUSING

ANNUAL REPORT ON COMPLAINTS 2020/21

Complaints Monitoring

During the 2020/21 financial year we received a total of 41 complaints. 39 of these complaints were treated as Stage 1 complaints, with 3 of these escalating to Stage 2 Complaints. In addition, we had 2 complaints which were treated at Stage 2 from the start. This compares to 39 Stage 1 complaints and 6 x Stage 2 complaints the previous year.

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 shows a breakdown of complaints:

Number of complaints	1 st Stage Complaints		2 nd Stage Complaints	
	Number	Percentage	Number	Percentage
Total number of complaints	39		5	
Responded to in full	39	100%	4	80%
Upheld	18	46%		
Not Upheld	21	54%	4	80%
Complaint Open/Response Outstanding	0		1	20%
Responded to within SPSO timescales	39	100%	4	80%
Average timescale to respond (in days)	1.89			7.25

Total Number of Complaints on Register at Year End	41
Number of Stage 2 complaints which escalated from Stage 1 to Stage 2 and therefore require to be counted twice	3
Total Number of Stage 1 Complaints	39
Total Number of Stage 2 Complaints	5
Total Number of Days Taken to Respond at Stage 1	74
Total Number of Days Taken to Respond at Stage 2	29 days for 4 out of 5 complaints received. 1 still open.

Breakdown of complaints by Service Area:

Responsive Repairs	13
Gas Servicing/Repairs	7
Planned Maintenance	1
Staff Conduct	9
Housing Services	2
Handling of ASB Issues	3
Miscellaneous	6
Total of Stage 1 and Stage 2 complaints	41

Trends and Learning from complaints

Our Allocation Policy and Information Leaflet on Allocations have been revised to make clearer how the bidding process and best use criteria operate.