

COMPLAINTS REPORT

Quarter 1 – Complaints April – June 2021

	Quarter 1					
Total Number of Complaints received = 21	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Number of Complaints Received Directly at Stage 2	
Number of complaints received	20	Percentage	4	Percentage	1	Percentage
Responded to in full	20	100%	4	100%	1	100%
Upheld	4	20%				
Partially Upheld						
Resolved	5	25%				
Not Upheld	11	55%	4	100%	1	100%
Outcome to be confirmed						
Responded to within SPSO timescales	19	95%				
Average number of days to respond	2		5		6	

Breakdown of Complaints by Service Area

Type		Comments and any trends
Reactive Repairs	6	No particular trends identified
Contractors	5	
Settling-In Visits	3	
Recharges	2	
Staff Conduct	2	
Handling of ASB	1	
Allocations	1	
Housing Services	1	

June 2021

Learning from Complaints Received

Complaint Area	Improvements to Service Identified
Recharges	<p>We identified that the information provided on our recharges invoices was not sufficient and therefore steps have been taken to ensure that these invoices have more detailed information provided going forwards.</p> <p>We will also ensure that each property is photographed thoroughly before tenants move in to evidence condition and assist with the recharges process.</p>